

*Customer Opinions of Services Offered:*

As a valued customer of Cyber Works, are you satisfied on how we manage you as a customer?

What specifically could we do to better manage your account / business?

Based upon your previous purchases, have you had any problems?

What specifically were the problems?

Did we resolve the issues in a satisfactory manner?

How could we have improved our response or answer to your problem?

*Customer Opinions of the Cyber Works Business:*

Does Cyber Works handle all of your IT needs?

If not, what specifically are we not doing?

How do we compare to other IT suppliers in the area?

Do you buy any IT products and services from anyone else in town?

If so, who are you buying from and why?

What would it take for you to be buying those other items from Cyber Works?

*Customer Opinions on How to Further Enhance our Services:*

Do you have a full understanding of all our products and services?

How can we work together to improve your understanding?

Would you be interested in how Cyber Works can improve your profits?

Would free informational workshops be of value to you?

What kind of workshops would you be interested in?

What are some IT products and services that you would like us to consider offering from Cyber Works?