

RMRCFL Customer Satisfaction Survey



What aspect of the product(s) were you most satisfied by?

- Cell Phones
- Computers
- DVR
- Hard Drive(s)
- Portable/Loose Media
- Gamine Systems
- Other

What aspect of the service(s) were you most satisfied by?

- Loose Media Kiosk
- Cell Phone Kiosk
- Computer Forensic Examination
- Courtroom Testimony
- CAIR Review
- Other

Product Satisfaction

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
How would you rate our communication with you on this case?	<input type="radio"/>				

Recommend to Others and Future Use

	Excellent	Good	Average	Poor	Very poor
If any, how do you perceive us with respect to our competition?	<input type="radio"/>				
Would you use our product / service in the future?	<input type="radio"/>				

Frequency of Use

	Excellent	Good	Average	Poor	Very Poor
Please rate the ease of submitting your evidence/case?	<input type="radio"/>				

Thinking of similar products / services offered by other agencies, how would you compare the attributes of the product / service offered by our company?

	Much better	Somewhat better	About the same	Somewhat worse	Much worse	Don't know
Ease of use	<input type="radio"/>					
Customer Support	<input type="radio"/>					
Quality	<input type="radio"/>					
Performance	<input type="radio"/>					

Product Satisfaction

	Always	Frequently	Occasionally	Rarely	Never
Would you recommend the RMRCFL to other Law Enforcement Agencies?	<input type="radio"/>				

What do you dislike about our product / service?