

FY08 Partner Customer Satisfaction Program

Report Type: Detail Matrix
Segmentation Detail: BusinessPartner Name = CTE

of Survey Invitations: 93
of Completed Surveys: 48

Survey Questions	CTE	Other Partners in Region
	FY08 Results	FY08 Results
Number of Completed Surveys	48	4432
Partner Overall Satisfaction - Performance	9.15	8.39
Partner Overall Satisfaction - Expectation	9.15	8.75
Partner Service & Pricing Quality Experience		
Sales Experience		
Knowledge of Features and Benefits	9.35	8.53
Ease of Contacting sales Team	9.21	8.50
Overall - Performance	9.35	8.42
Overall - Expectation	9.47	8.71
Installation Experience		
Products / Solutions Function as Promised	8.98	8.60
Installation in committed timeframe	9.14	8.49
Knowledgeable Technicians	9.27	8.83
Overall - Performance	9.11	8.50
Overall - Expectation	9.39	8.86
Training		
Knowledgeable Training Staff	8.89	8.50
Effectiveness of Training Material	8.49	8.09
Overall - Performance	8.70	8.24
Overall - Expectation	9.11	8.62
Contact for Training opportunities - Yes (total count)	7	23
Contact for Training opportunities - No (total count)		13
Repair And Maintenance		
Technician/Engineer was knowledgeable	9.36	8.72
Timeliness of resolution	9.10	8.38
Overall - Performance	9.14	8.48
Overall - Expectation	9.35	8.90
Post Implementation Sales Support		
Regular Communications about Product & updates	8.78	8.02
Prompt Handling of Questions	8.86	8.16
Overall - Performance	8.81	8.13
Overall - Expectation	9.14	8.65
Pricing		
Ability To Justify Price	8.96	8.05
Initial price	8.72	7.73
Ongoing Cost Of Ownership	8.93	7.82
Consistency Of Pricing	9.02	7.93
Overall - Performance	8.91	8.03
Overall - Expectation	9.19	8.30

Avaya Product Quality		
Quality	9.18	8.75
Scalability	9.09	8.68
Ease of Use	8.98	8.62
Overall - Performance	9.02	8.61
Overall - Expectation	9.20	8.88
Value and Loyalty Questions		
Product & Service Quality Overall - Performance	9.00	8.44
- Expectation	9.23	8.82
Worth What Paid For - Performance	9.00	8.17
- Expectation	9.15	8.56
Recommend Business Partner	9.35	8.70
Continue To Do Business With Business Partner	9.51	8.83
Likely to select as Primary Vendor	9.30	8.72