

Restaurant Technical Support Survey

Database: RTS-Survey

Jack in the Box Inc.

Section 2

As you answer the questions in this survey, think about technical support in general terms--all of the many pieces of equipment that are supported (e.g., POS, OCS, kitchen video, cooking equipment, timers, etc.), the various types of problems that may occur (broken equipment, malfunctions, programs not operating, etc.), and the various methods in which we currently provide technical support and communicate with each other. Answer each question based on your overall experience and thoughts about our technical support structure.

Please think about technical support overall...

How IMPORTANT is it...

1=Not at all

7=Extremely

(Choose only one number for each item)

- To have **one person as my primary contact** for my problem until it's solved? 1 2 3 4 5 6 7
- To talk with the **same person each time I call**? 1 2 3 4 5 6 7
- To receive clear communication about **how much time it will take to solve my problem**? 1 2 3 4 5 6 7
- To understand **how my calls are transferred** to a higher level of support? 1 2 3 4 5 6 7
- To be able to request a **higher level of support** for my problem? 1 2 3 4 5 6 7
- To be able to request a **higher level of priority** for my problem if it's not solved? 1 2 3 4 5 6 7
- To have someone provide technical support **over the phone**? 1 2 3 4 5 6 7
- To have someone provide technical support **on-site**? 1 2 3 4 5 6 7
- To be able to **use my back-office PC** to check on my call? 1 2 3 4 5 6 7

How IMPORTANT is...

1=Not at all

7=Extremely

(Choose only one number)

- Having live technical support staff available **24 hours a day, 7 days a week**? 1 2 3 4 5 6 7

Now, consider the additional resources (such as increased staff, office space, PCs, electricity, etc.) that may be needed to provide live technical support 24 hours a day, 7 days a week.

KNOWING THIS, how important is 24/7 support...

1=Not at all

7=Extremely

(Choose only one number for each item)

- If it costs **1 1/2 times as much** as it does now (i.e., \$1.50 for every current \$1.00)? 1 2 3 4 5 6 7
 - If it costs **2 times as much** as it does now (i.e., \$2.00 for every current \$1.00)? 1 2 3 4 5 6 7
 - If it costs **2 1/2 times as much** as it does now (i.e., \$2.50 for every current \$1.00)? 1 2 3 4 5 6 7
 - If it costs **3 times as much** as it does now (i.e., \$3.00 for every current \$1.00)? 1 2 3 4 5 6 7
 - If it costs **more than 3 times as much** as it does now? 1 2 3 4 5 6 7
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