

# Customer Satisfaction by Department

Reporting Period : January–March 2025

DEPARTEMENT	SATISFACTION	
1. Partner and Distributor Relations	88 %	<div></div>
2. Level 1 Technical Support	82 %	<div></div>
3. After-Sales Service and Complaints	78 %	<div></div>
4. Logistics and Delivery Department	74 %	<div></div>
5. Telephone Sales Assistance	56 %	<div></div>

In conclusion, while the company demonstrates strong relationships with partners and solid technical support performance, attention should be given to improving post-sales communication and sales assistance to ensure a consistently high customer experience across all departments.