Customers Talk. We Listen.

D. OEM Phone Support and Remote Service: Beckman Coulter

Table 5.3 Beckman Coulter: Phone Personnel and Remote Service Performance Attribute Ratings and Rankings

Question	Beckman Coulter - Averages					Beckman Coulter - Rankings				
	2010	2011	2012	2013	2014	2010	2011	2012	2013	2014
Phone Personnel and Remote Service Performance - Ratings										
Overall Phone Support				8.63	8.86				3	1
Effective Troubleshooting by Phone Support				8.45	8.70				3	1
Degree Commitments Met by Phone Support				8.77	9.01				3	1
% of Time Problems Diagnosed via Phone	70%	68%	72%	76%	75%	5	5	4	2	2
% of Time Problems Solved via Phone	56%	55%	60%	60%	63%	5	5	5	5	4
Overall Remote Service				8.44	8.54				4	3
% of Time Problems Diagnosed via Remote Connection	60%	51%	57%	67%	65%	2	4	3	3	2
% of Time Problems Solved via Remote Connection	41%	41%	50%	57%	60%	4	4	4	4	4
Phone Personnel and Remote Service Performance - Percent Highly Satisfied										
Overall Phone Support				62%	70%				2	1
Effective Troubleshooting by Phone Support				57%	67%				2	1
Degree Commitments Met by Phone Support				67%	78%				3	1
Overall Remote Service				60%	60%				3	3

The Best Team Wins!

Dave Beck
davebeck3@gmail.com
(714) 747-2325