

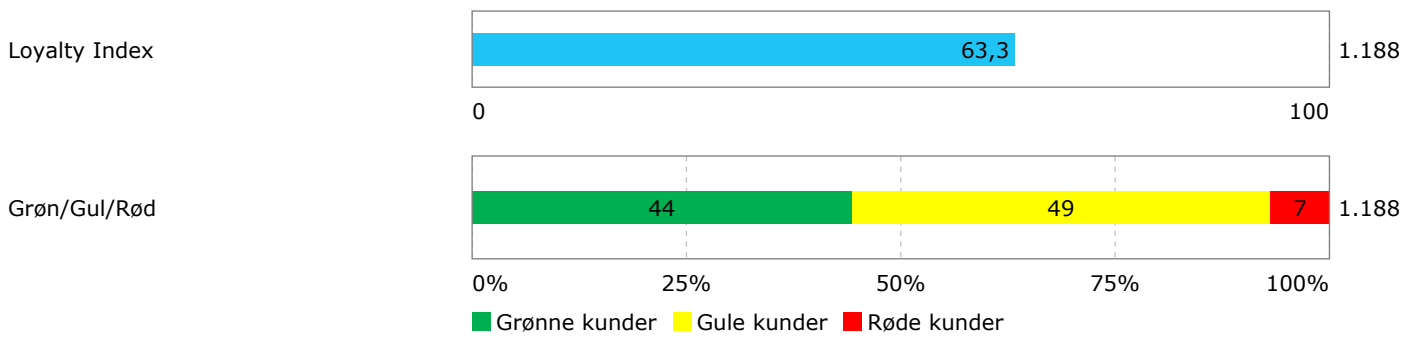


dk hostmaster

Brugerundersøgelse 2016

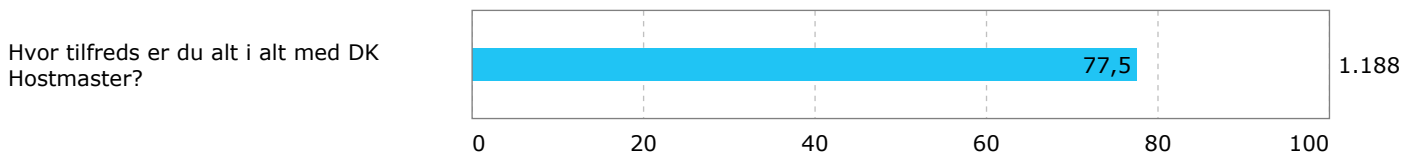
Rapporttype = Segment rapport

Loyalty Index



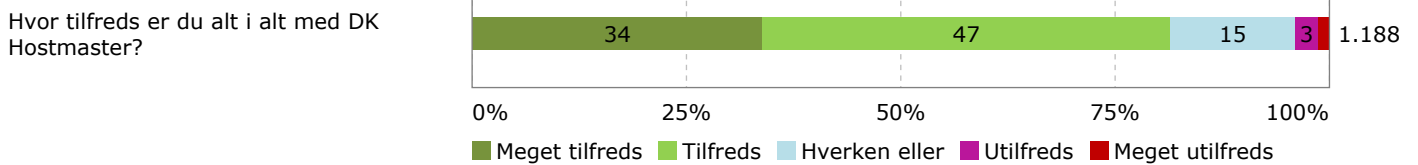
Tilfredshed alt i alt

Indeks



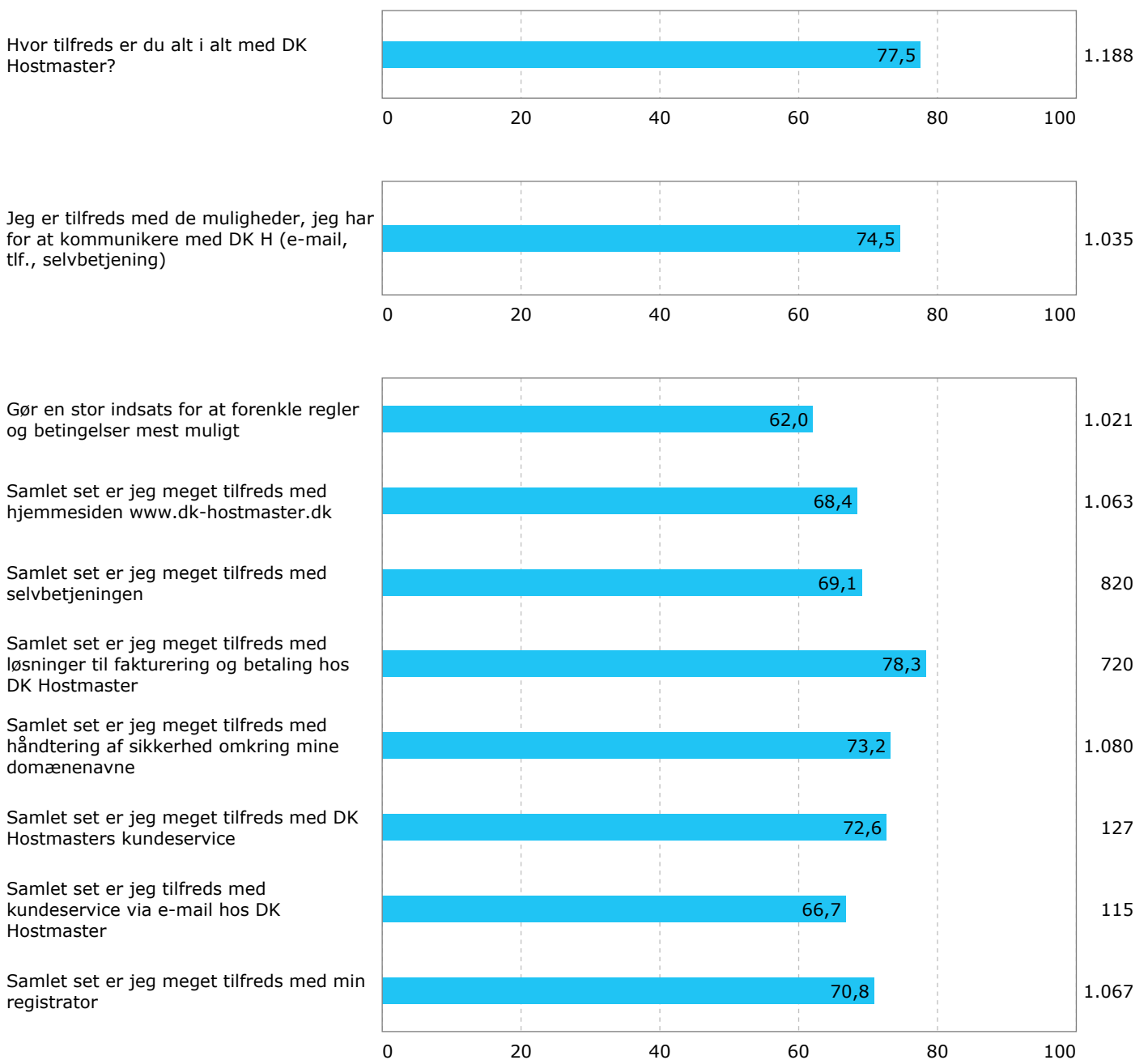
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Svarfordeling



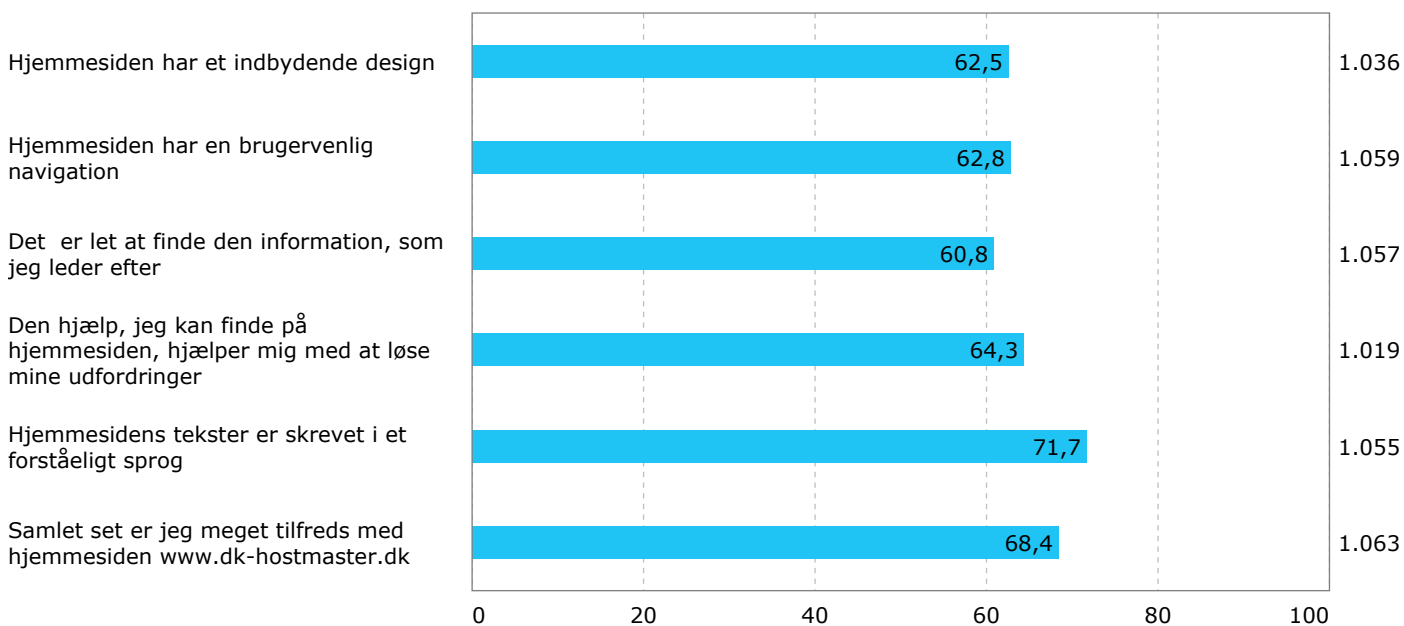
Hovedspørgsmål

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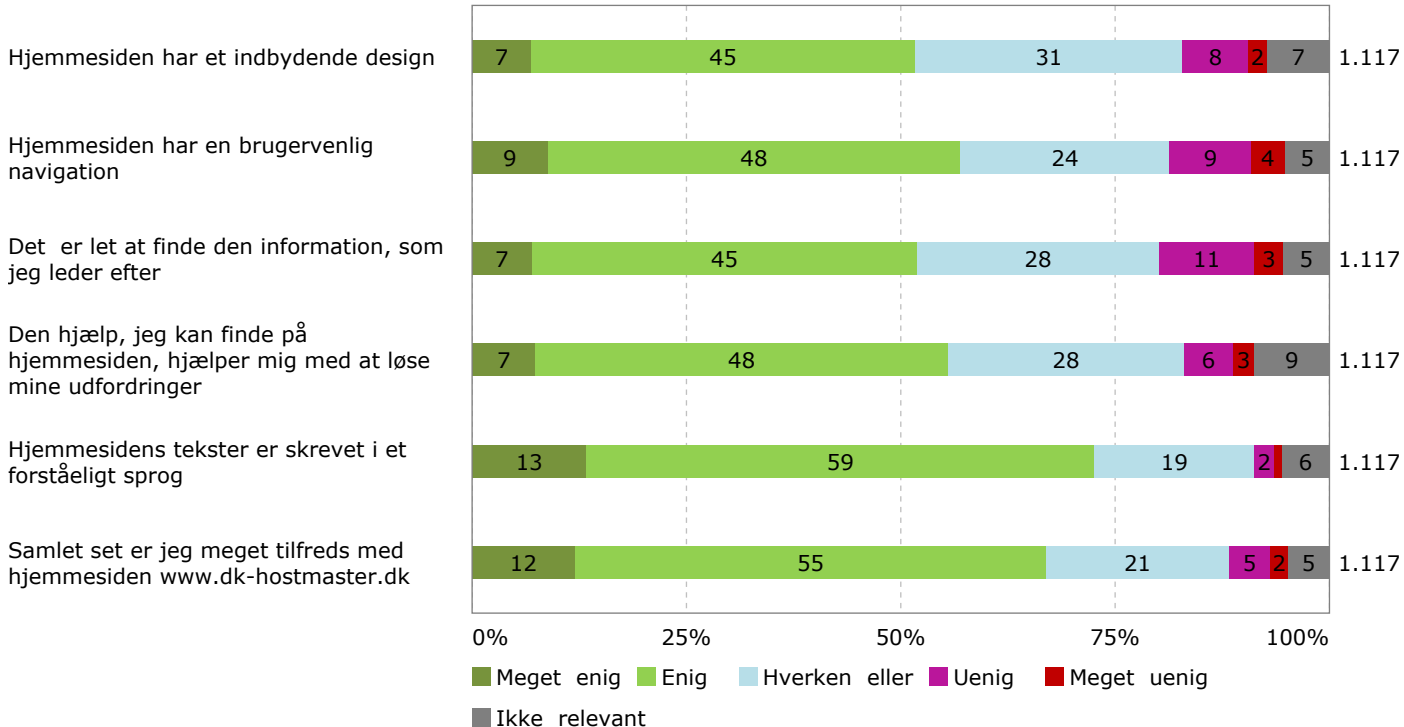
Hjemmesiden - www.dk-hostmaster.dk

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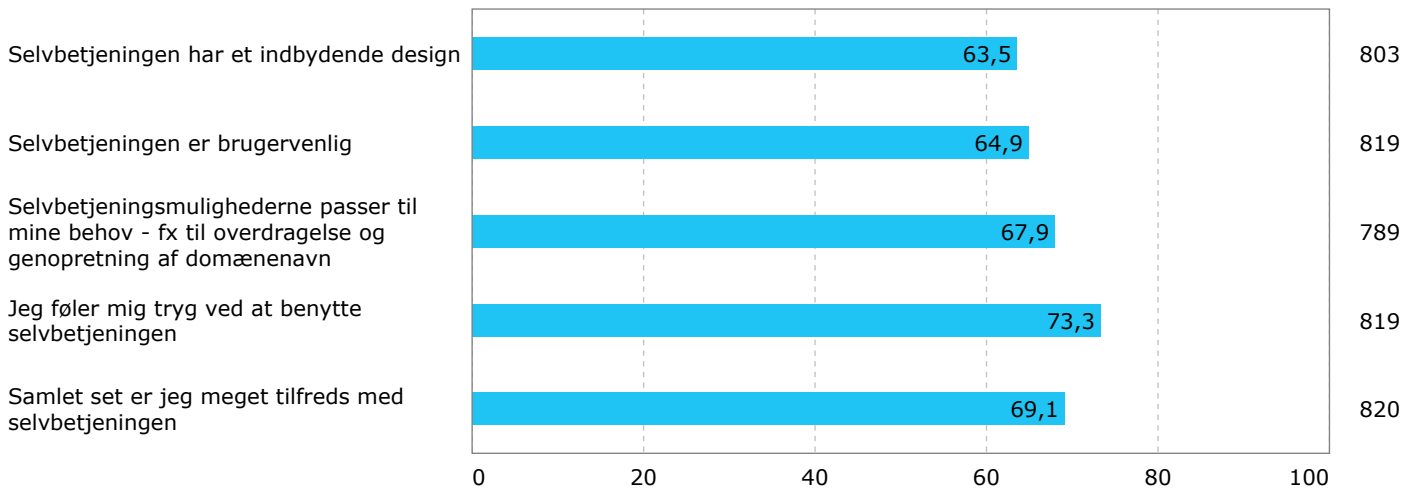
Hjemmesiden - www.dk-hostmaster.dk

Svarfordeling



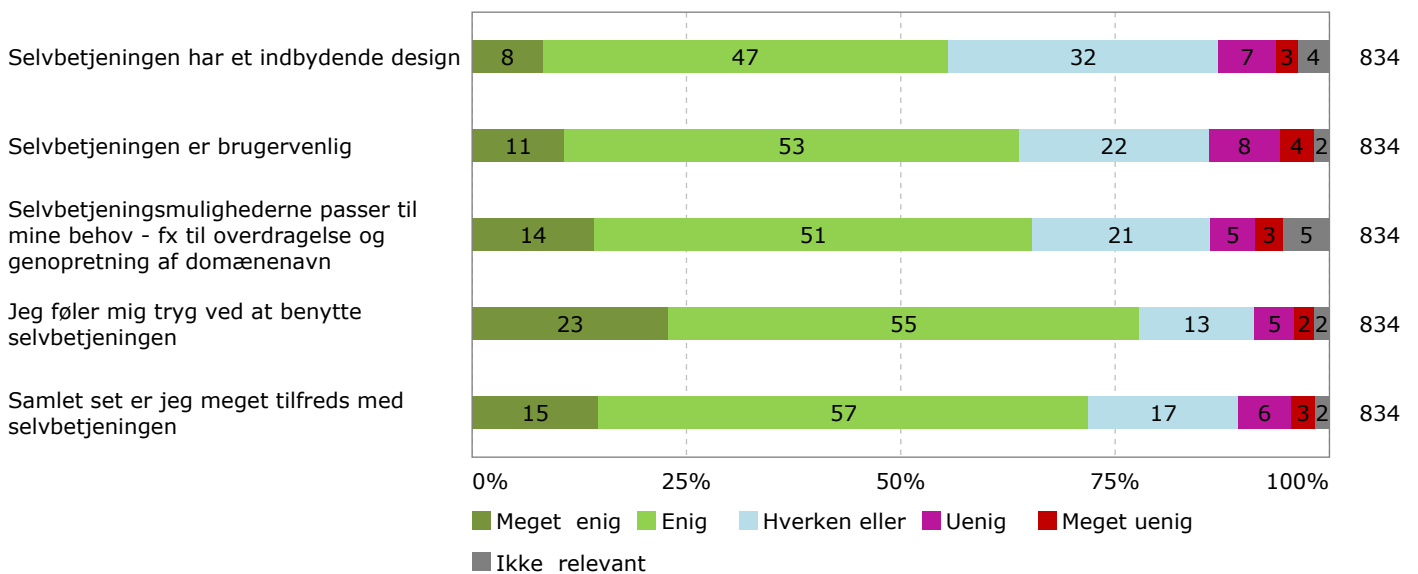
Selvbetjeningen

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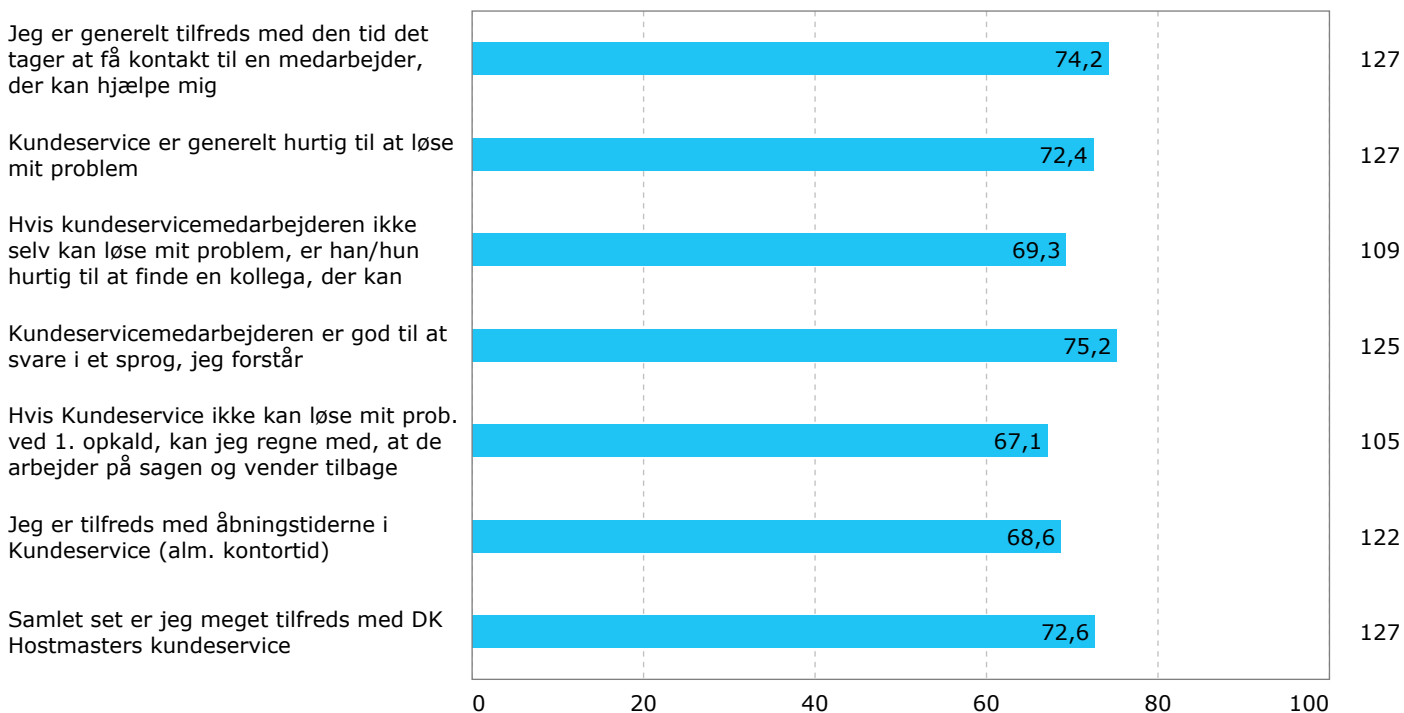
Selvbetjeningen

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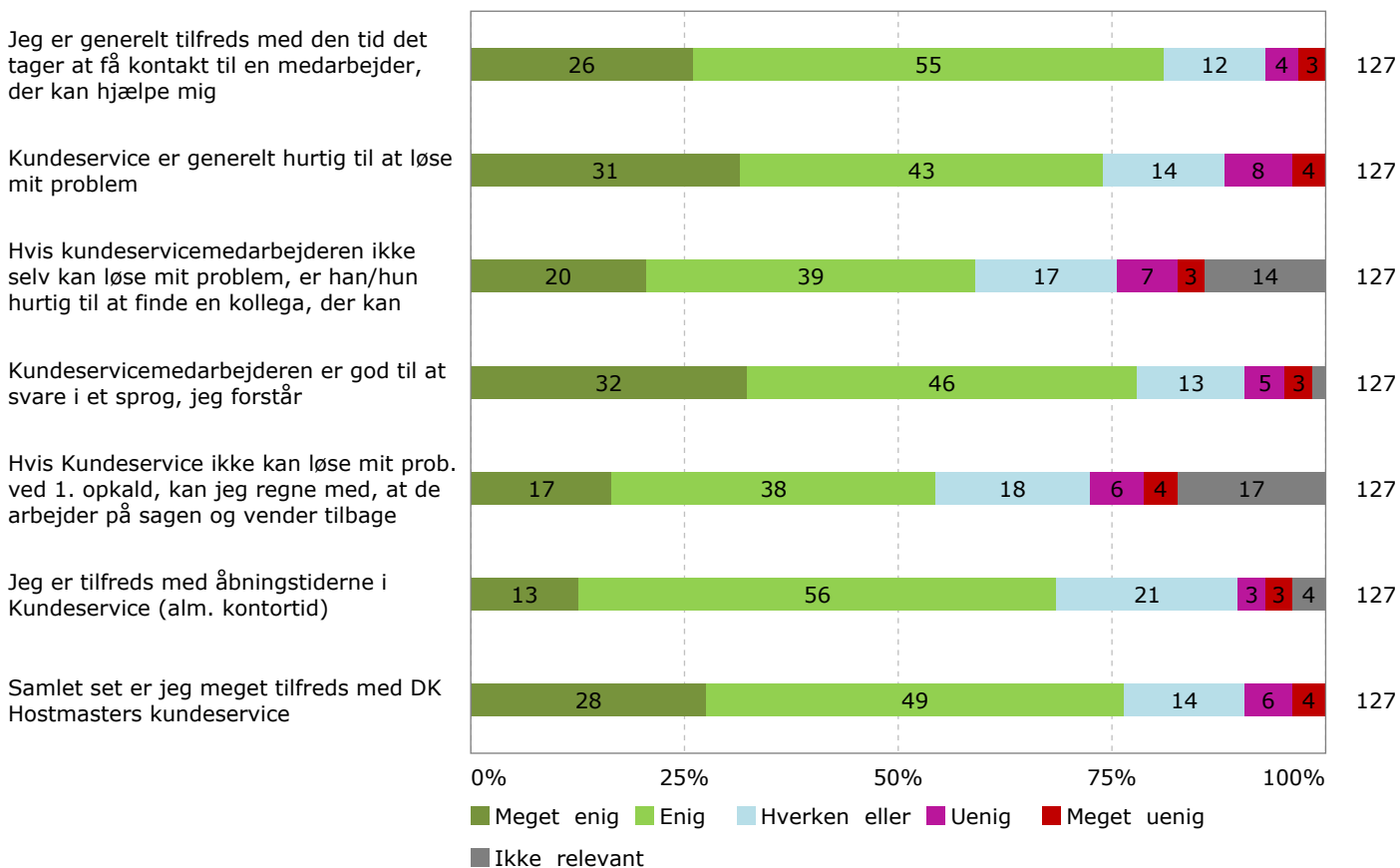
Telefonisk kundeservice - Generelt

Indeks



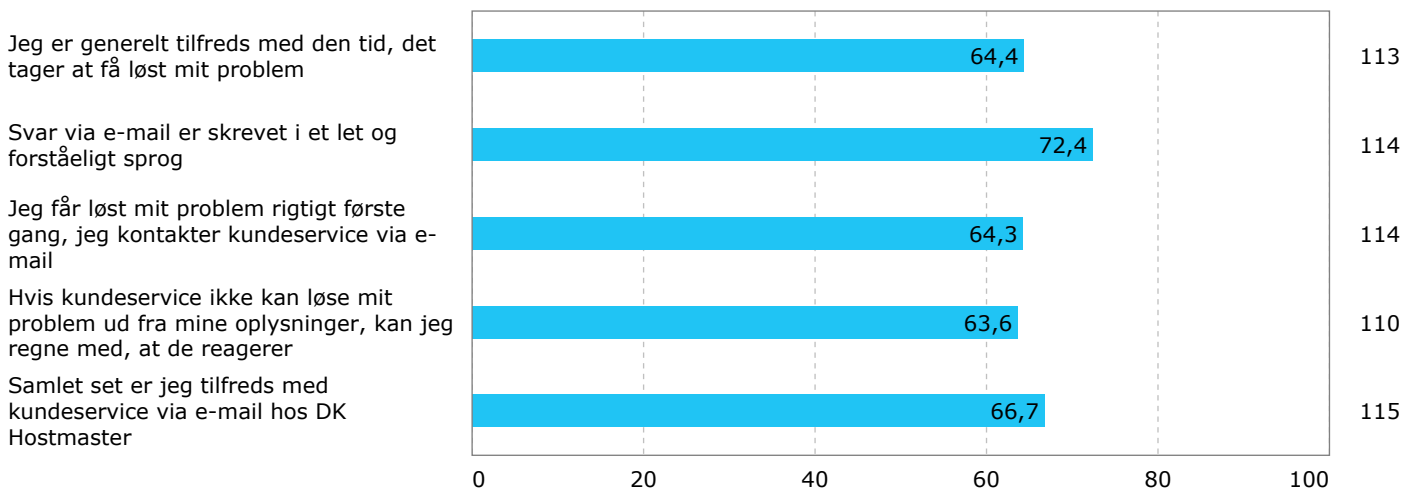
Telefonisk kundeservice - Generelt

Svarfordeling



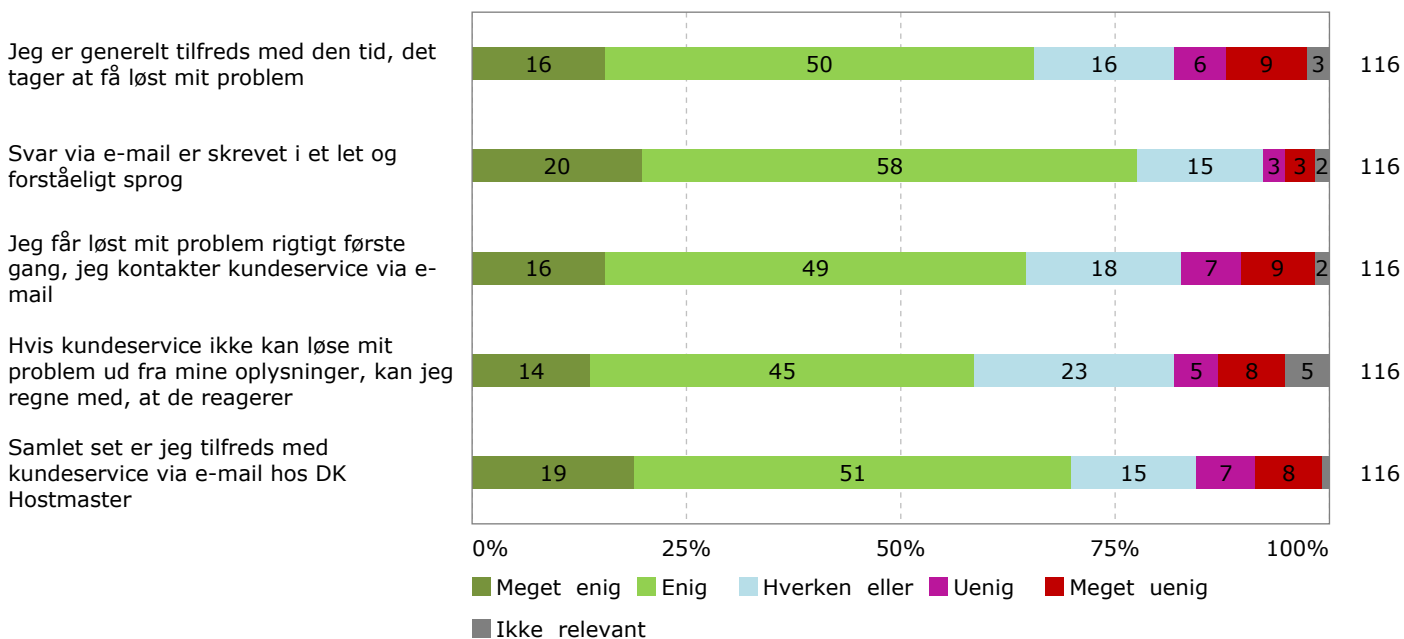
E-mail support

Indeks



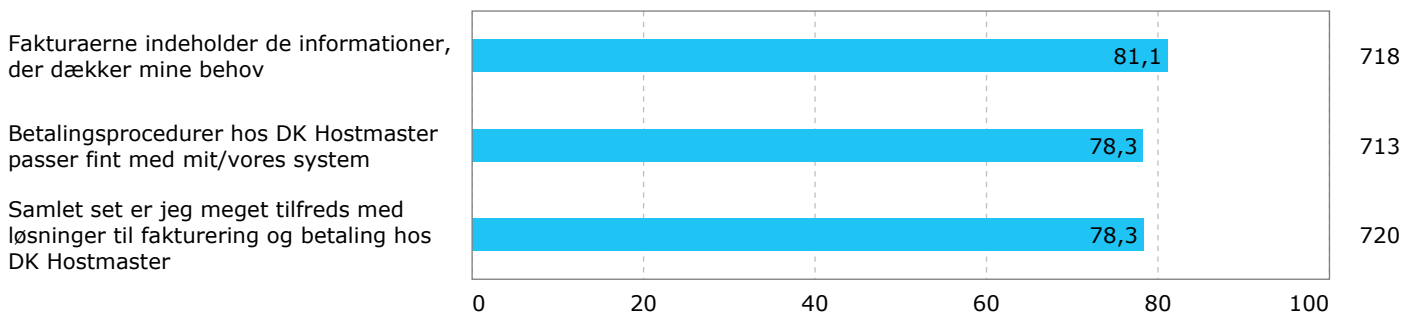
E-mail support

Svarfordeling



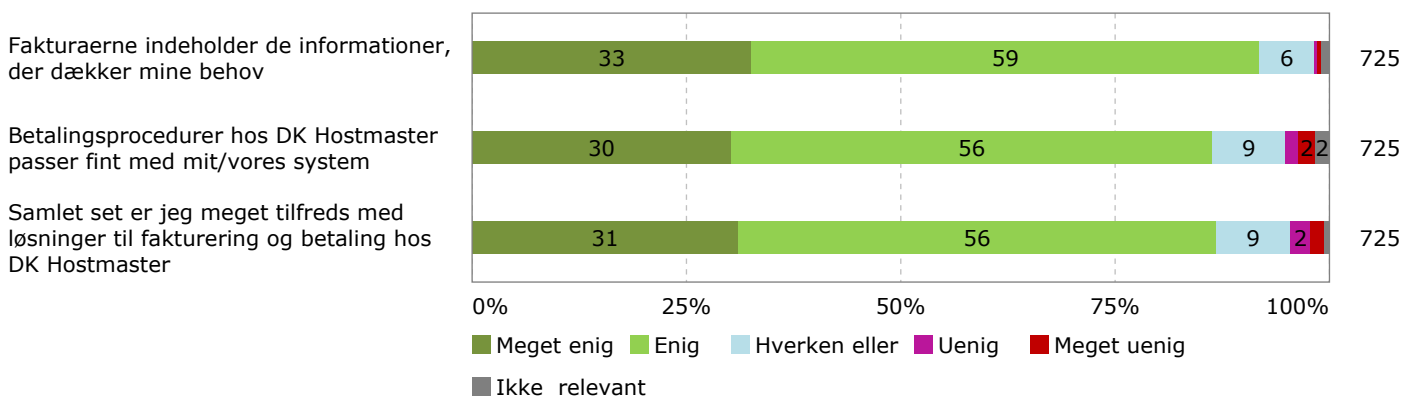
Fakturering og betaling

Indeks



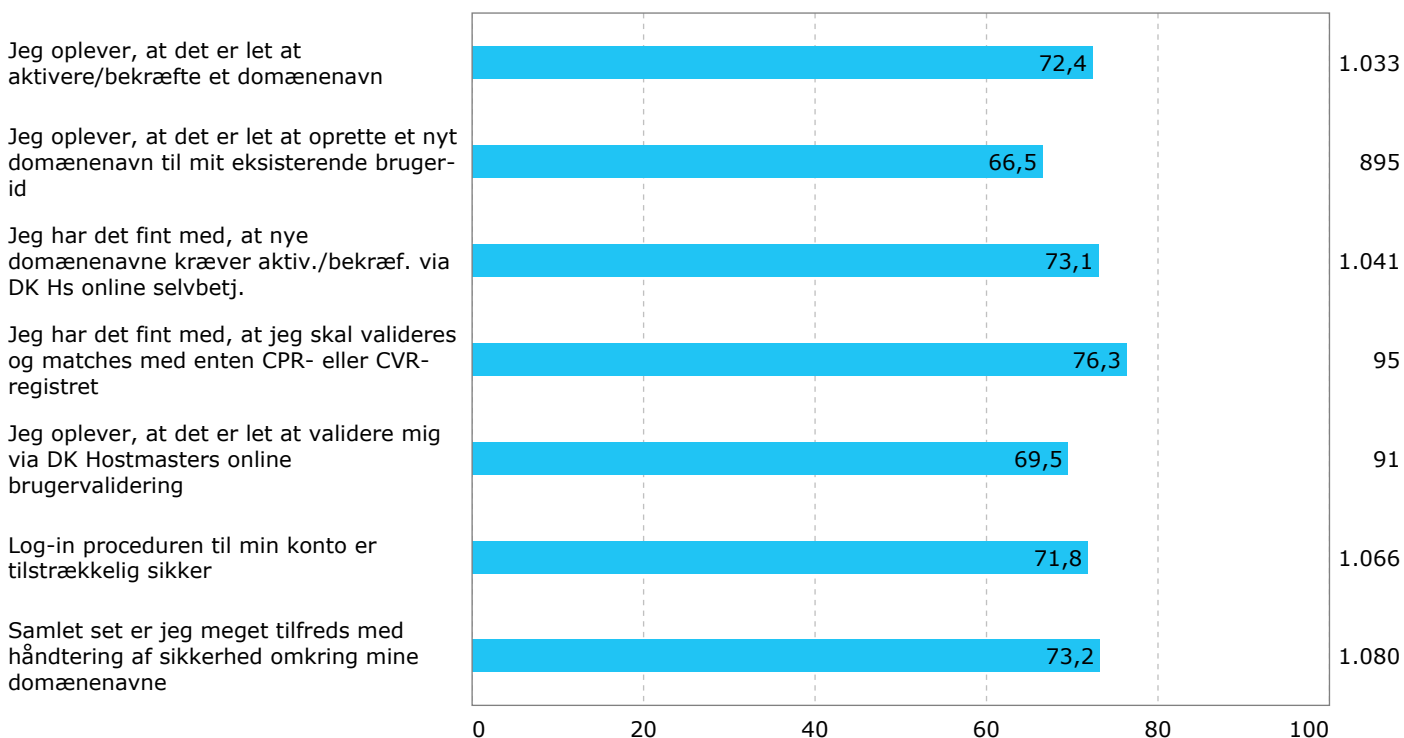
Fakturering og betaling

Svarfordeling



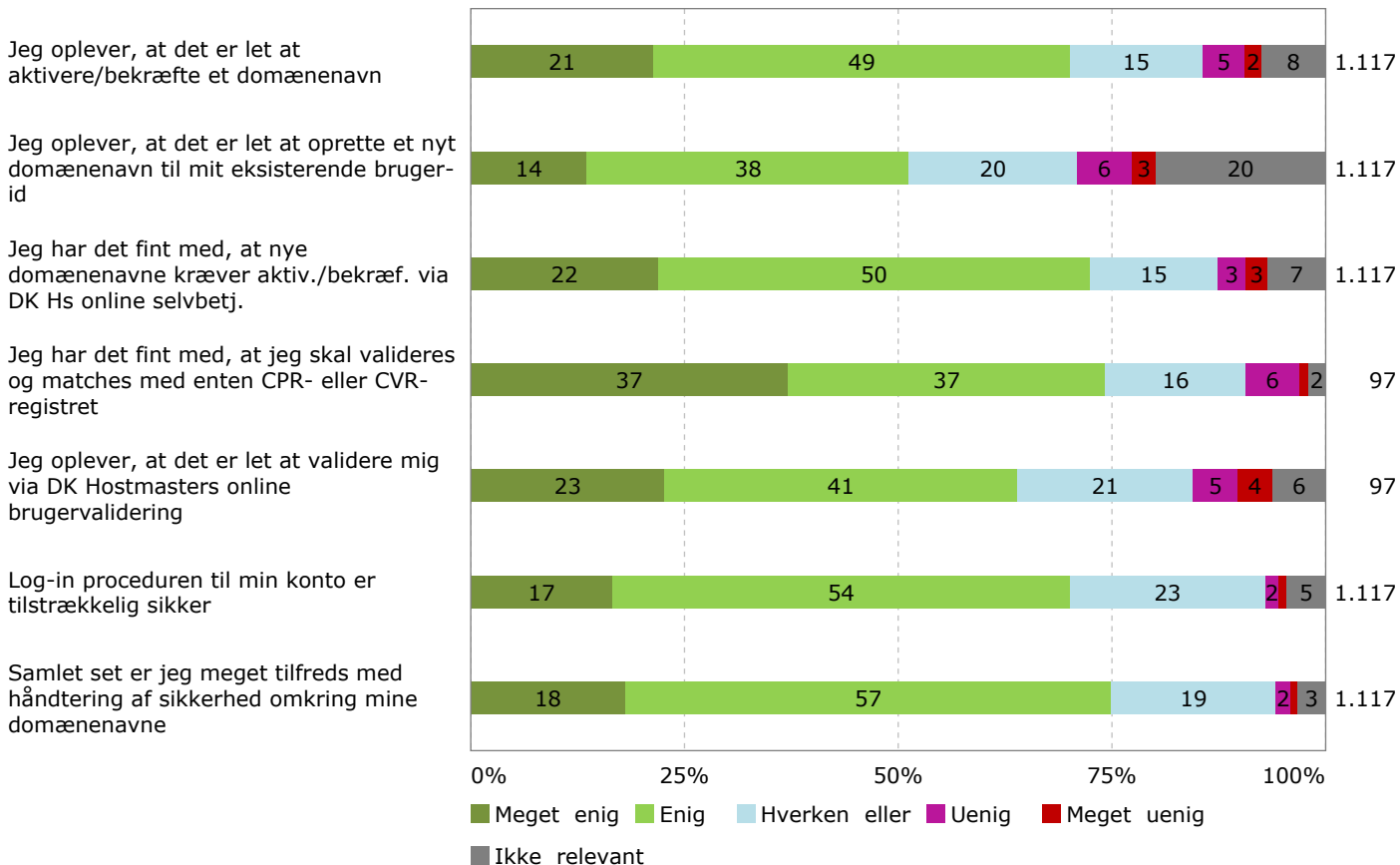
Aktivering/bekræftelse og sikkerhed

Indeks



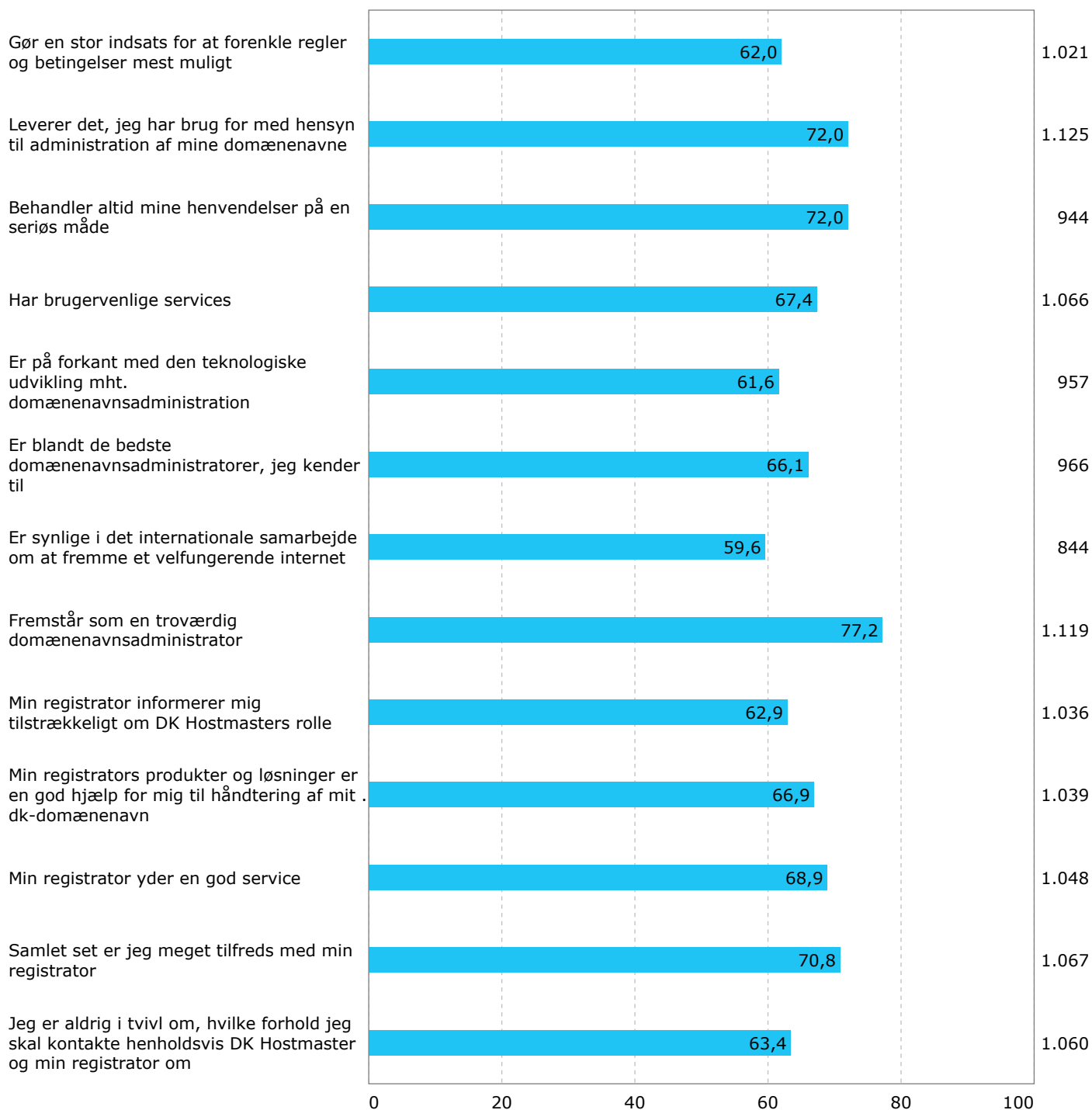
Aktivering/bekræftelse og sikkerhed

Svarfordeling



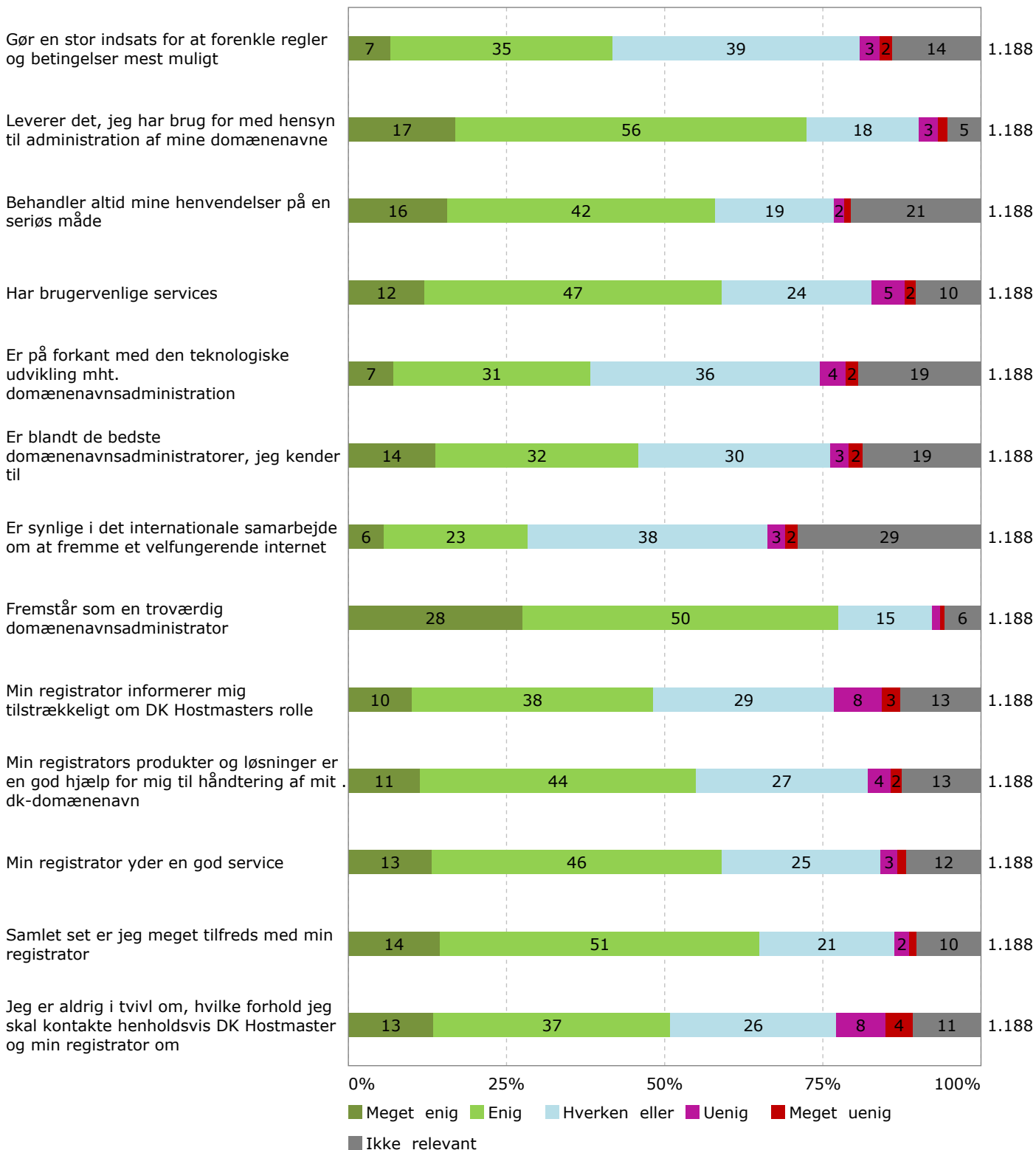
Generel vurdering af DK Hostmaster

Indeks



Generel vurdering af DK Hostmaster

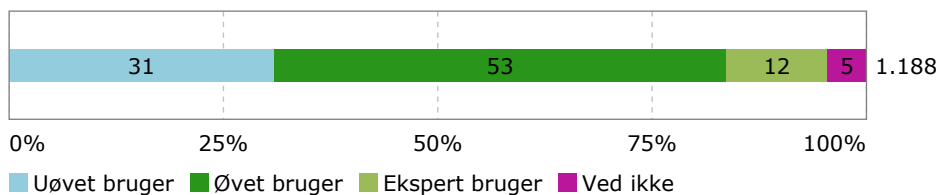
Svarfordeling



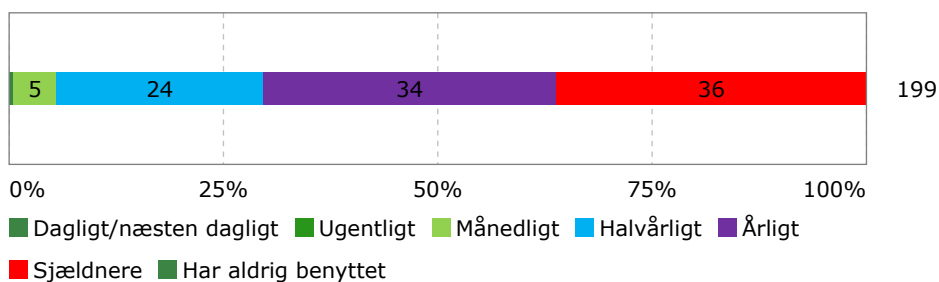
Øvrige spørgsmål

Svarfordeling

Hvordan vil du beskrive din erfaring som bruger af .dk-domænenavne?

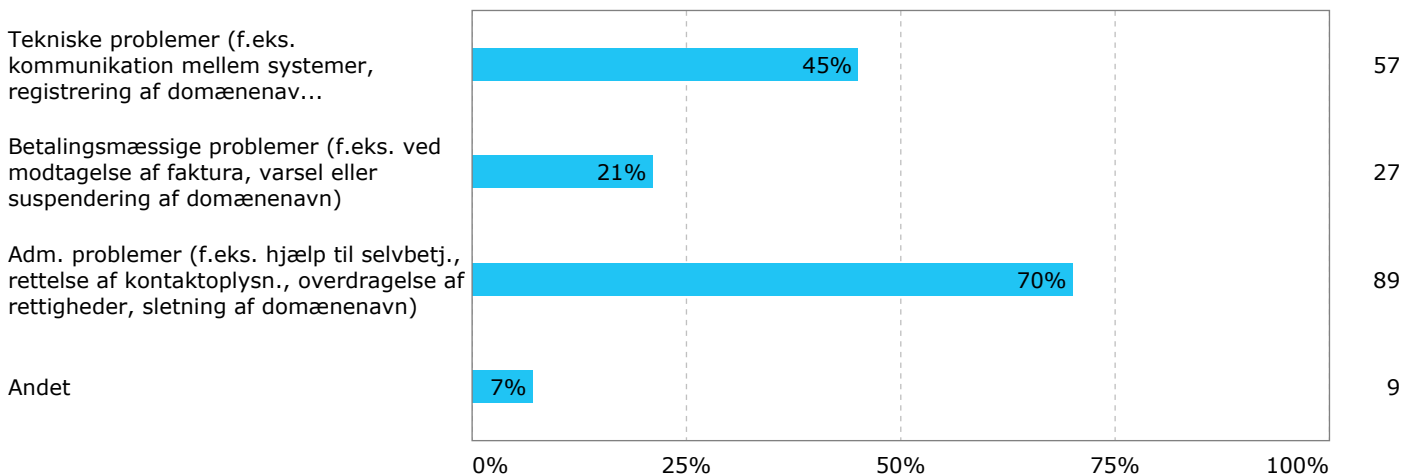


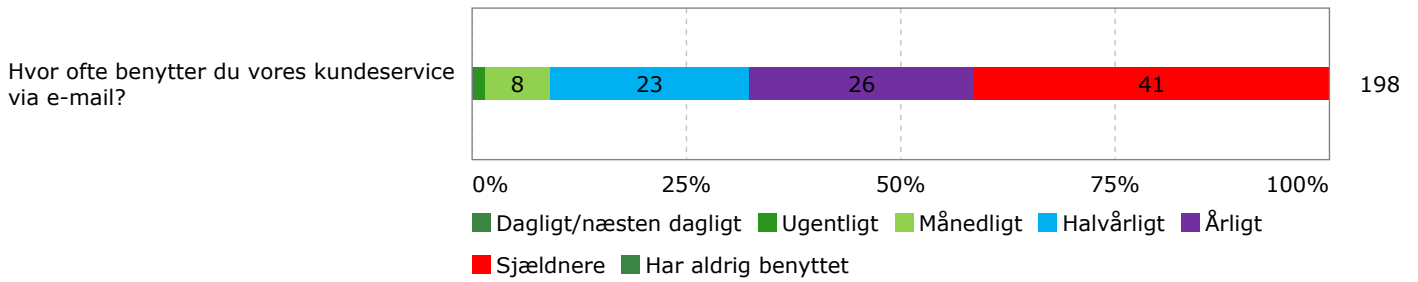
Hvor ofte benytter du DK Hostmasters telefoniske kundeservice?



Kun personer der har benyttet den telefoniske kundeservice minimum årligt, har fået stillet nedenstående spørgsmål.

Hvilke problemer har du typisk kontaktet kundeservice med? - flere svar muligt





På hvilke måder har du været i kontakt med DK Hostmaster inden for det seneste år?

- flere svar muligt

