

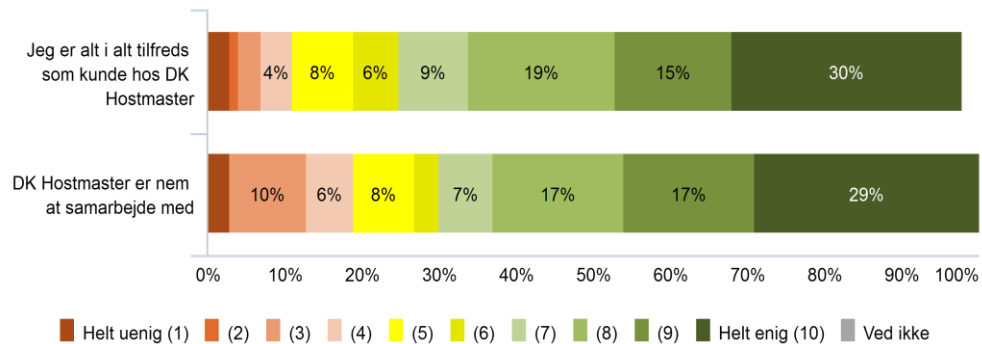
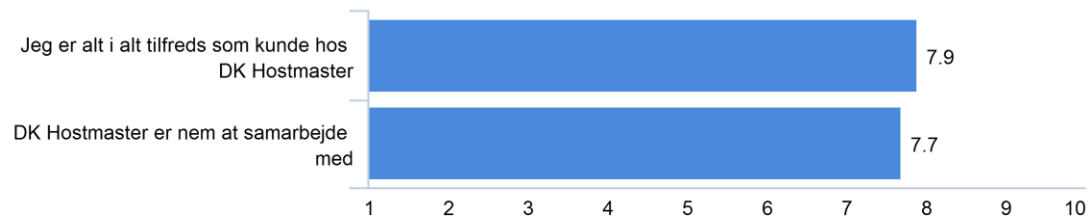


## Brugerundersøgelse for forhandlere 2020

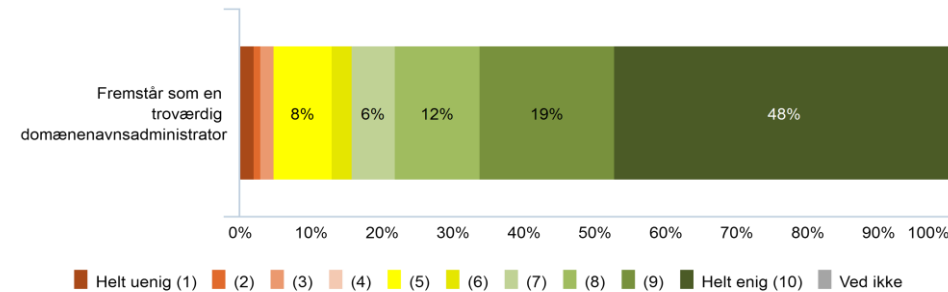
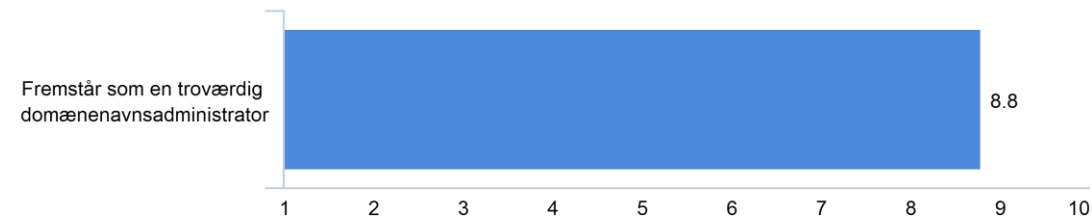
Gennemført i samarbejde med RelationMonitor april 2020

Hvis du har spørgsmål til rapporten eller undersøgelsen,  
kan du kontakte Ingeborg Auken Beck ([iab@dk-hostmaster.dk](mailto:iab@dk-hostmaster.dk))

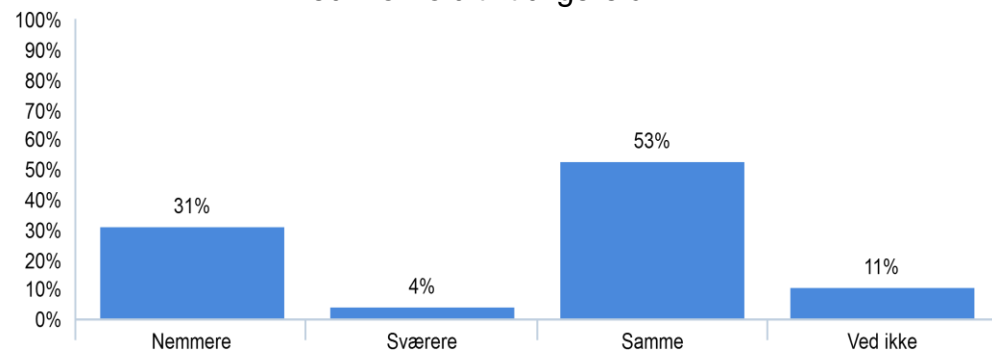
### Tilfredshed (gennemsnit)



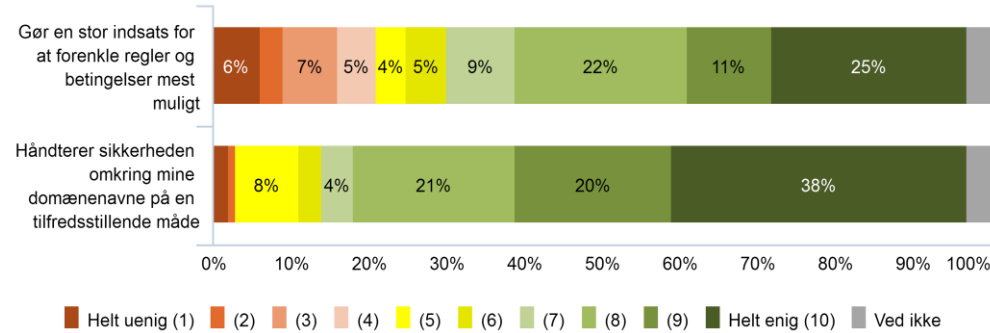
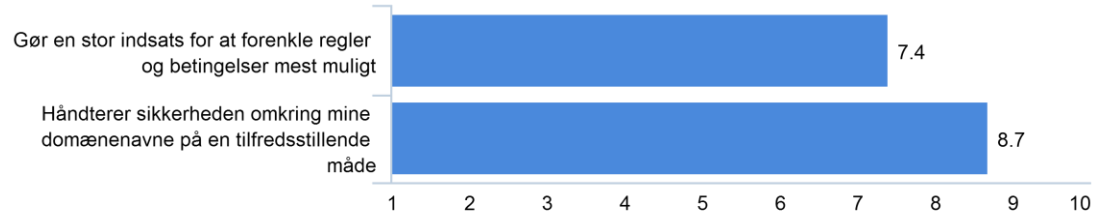
### Image (gennemsnit)



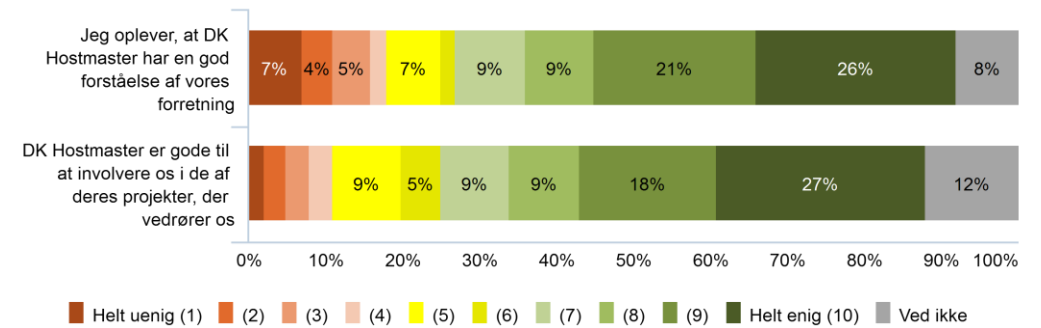
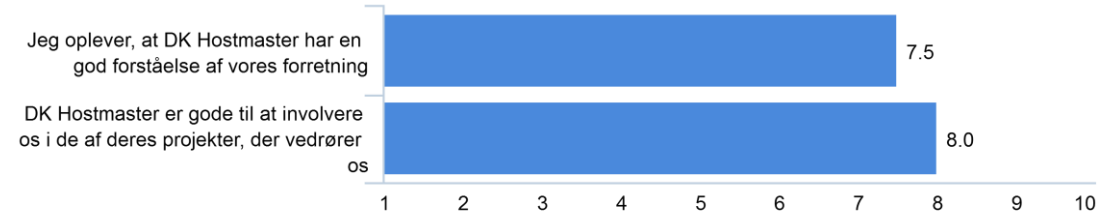
Synes du, at DK Hostmaster er blevet nemmere eller sværere at samarbejde med i forhold til tidligere år?



### Produkter/services (gennemsnit)



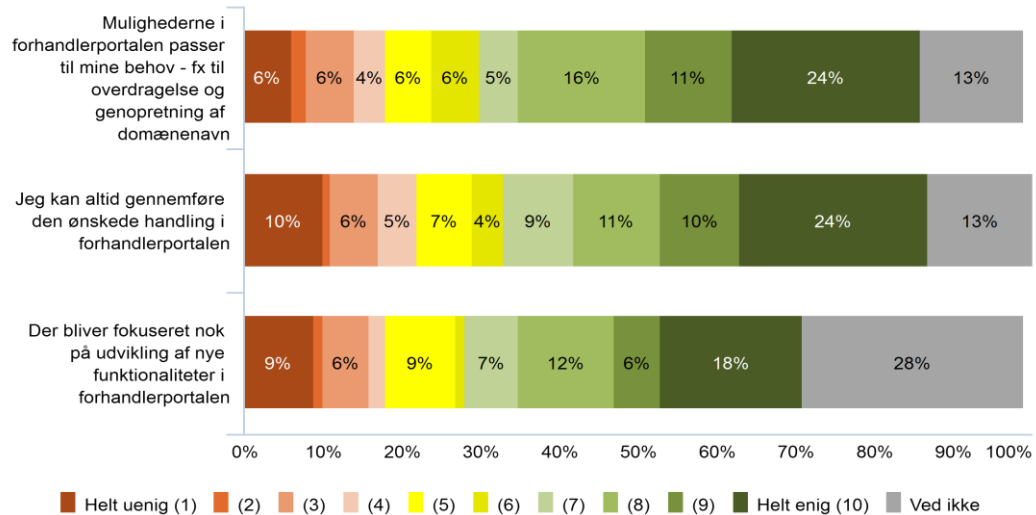
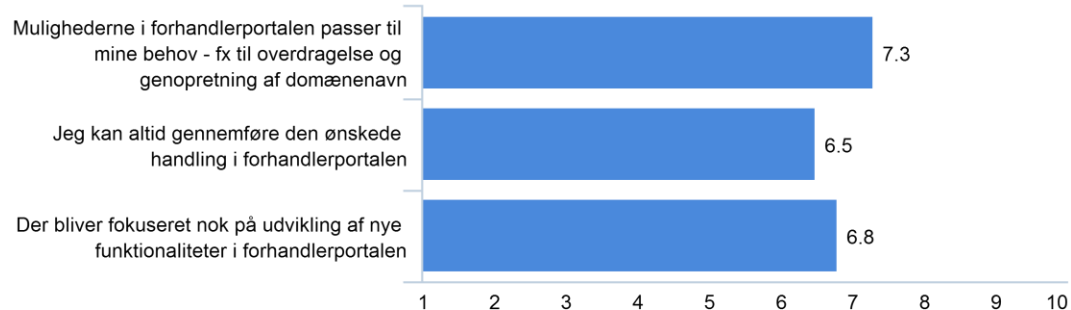
### Samarbejdet med DK Hostmaster (gennemsnit)



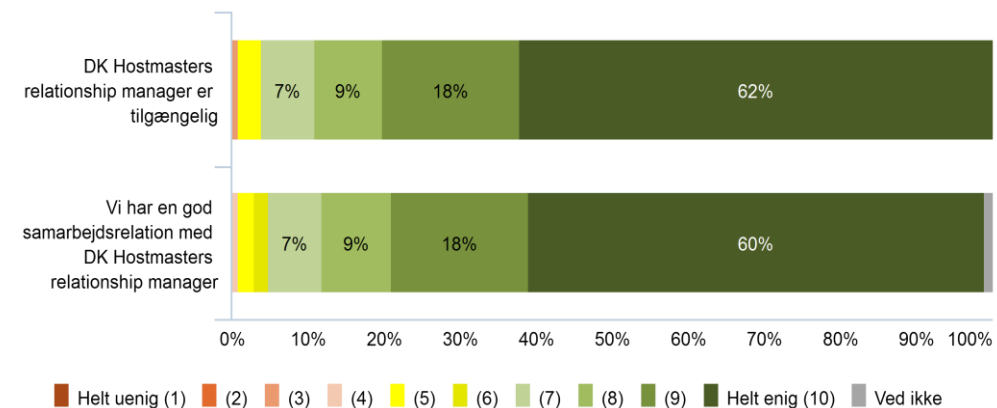
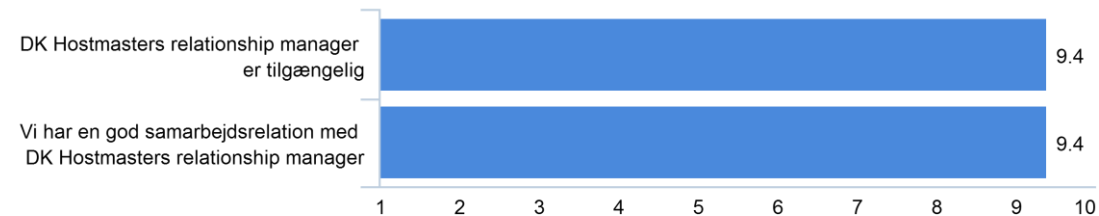
Antal svar = 28

Antal svar = 33

### Forhandlerportalen (gennemsnit)



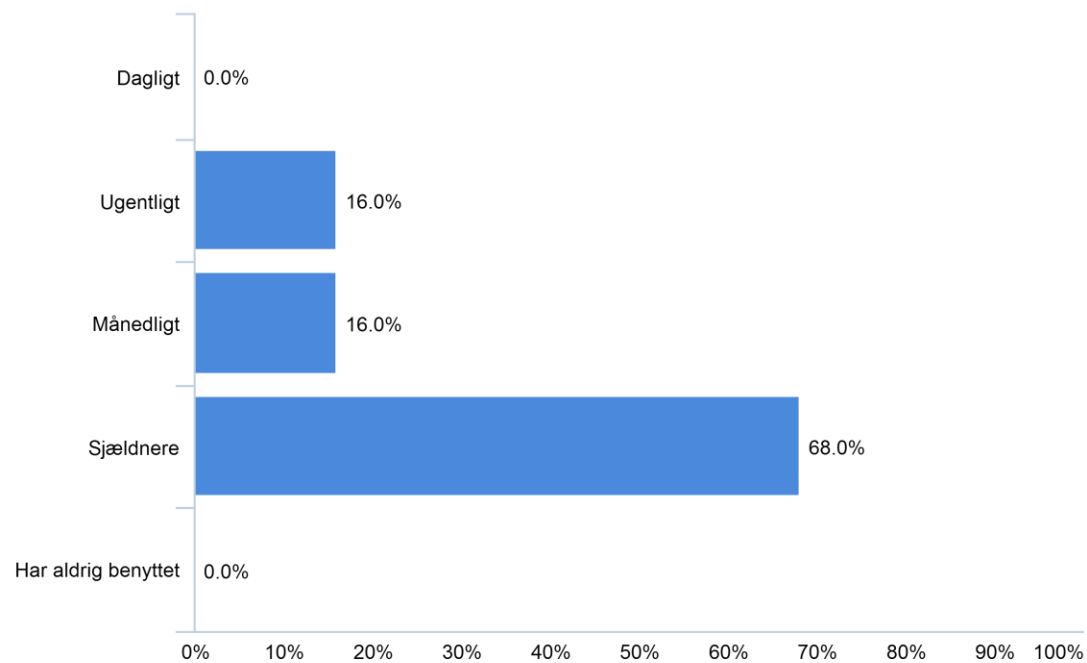
### Relationship manager (gennemsnit)



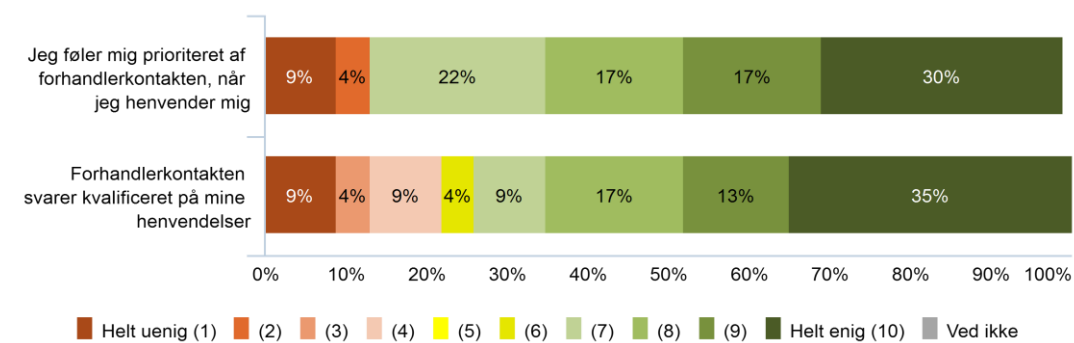
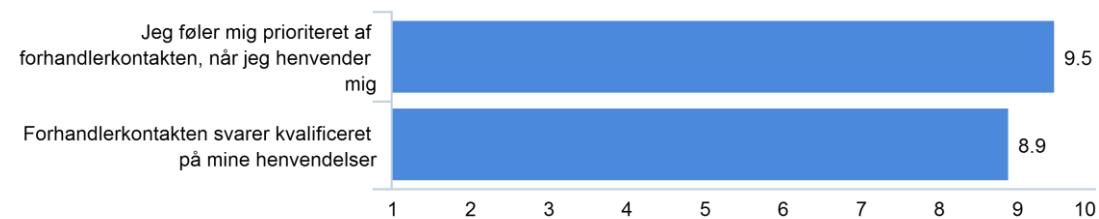
Antal svar = 25

Antal svar = 8

## Hvor ofte kontakter du forhandler-kontakten i kundeservice?



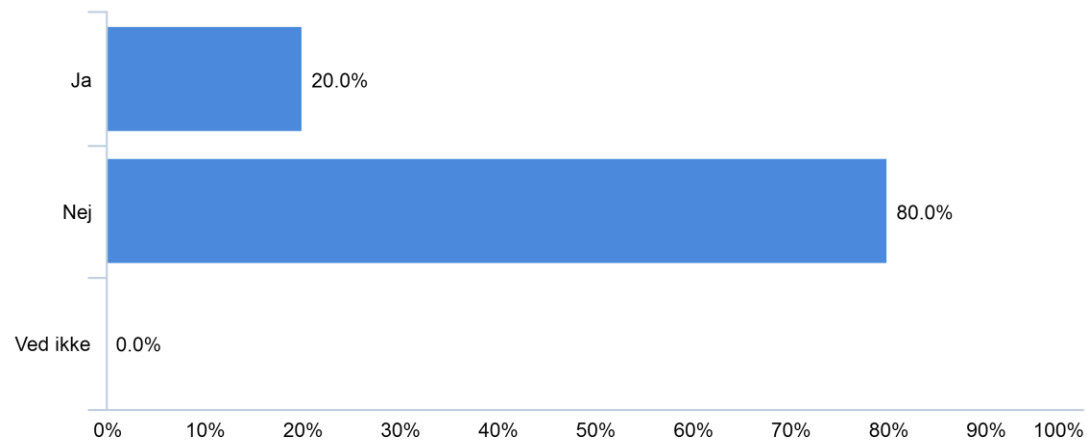
## Forhandler-kontakt i kundeservice (gennemsnit)



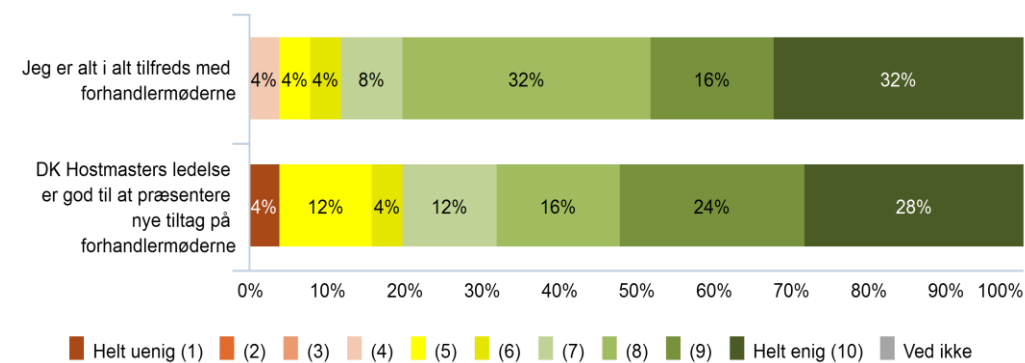
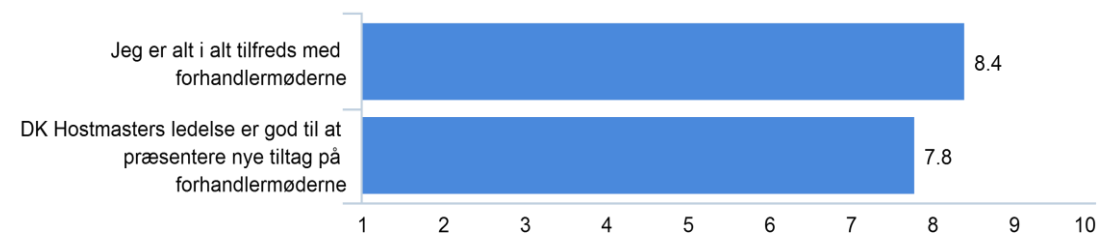
Antal svar = 45

Antal svar = 9

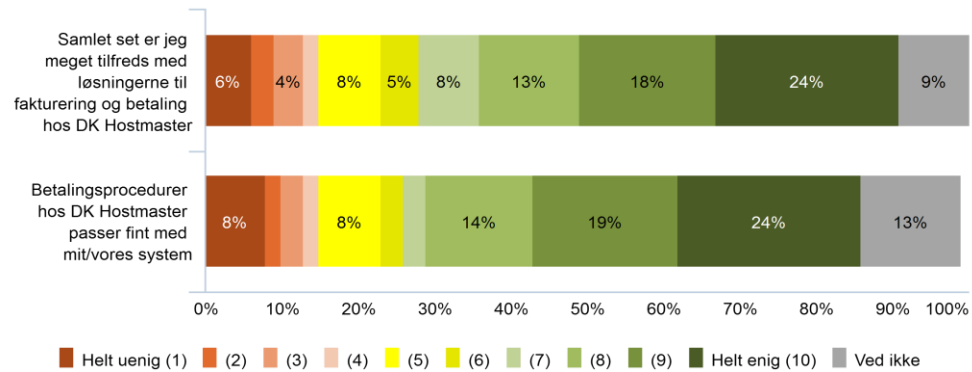
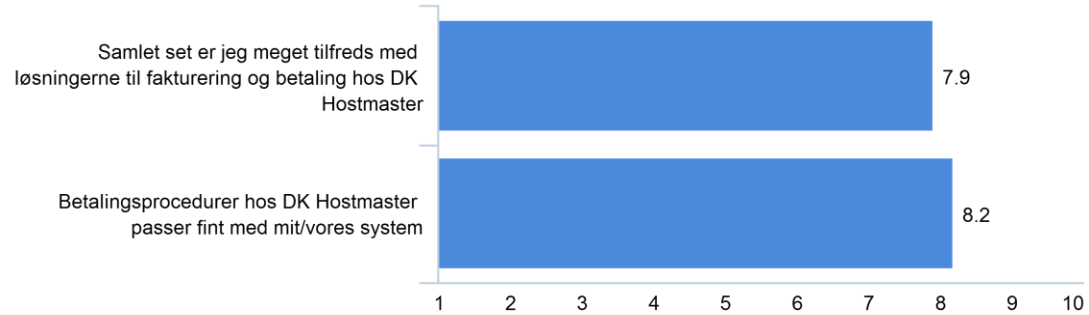
## Har du deltaget i forhandlermøder inden for det seneste år?



## Forhandlermøder (gennemsnit)



### Fakturering og betaling (gennemsnit)



### EPP (gennemsnit)

