

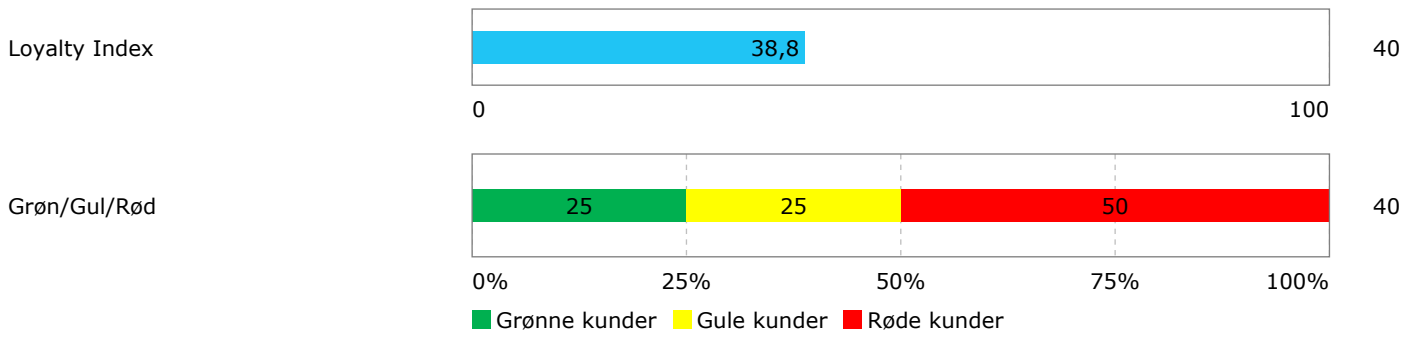


**dk hostmaster**

Brugerundersøgelse 2016

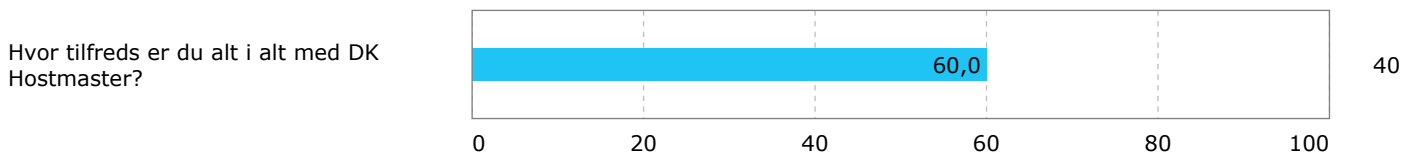
**Rapporttype = Segment rapport**

## Loyalty Index



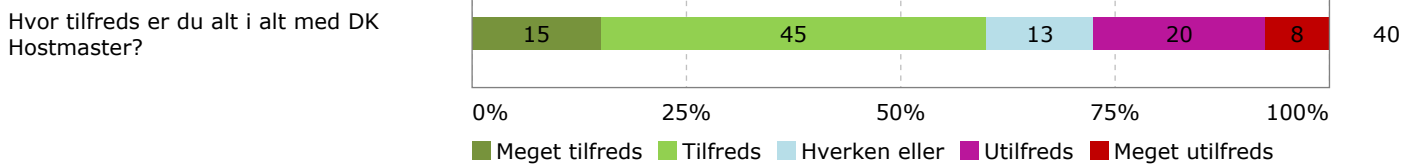
## Tilfredshed alt i alt

### Indeks



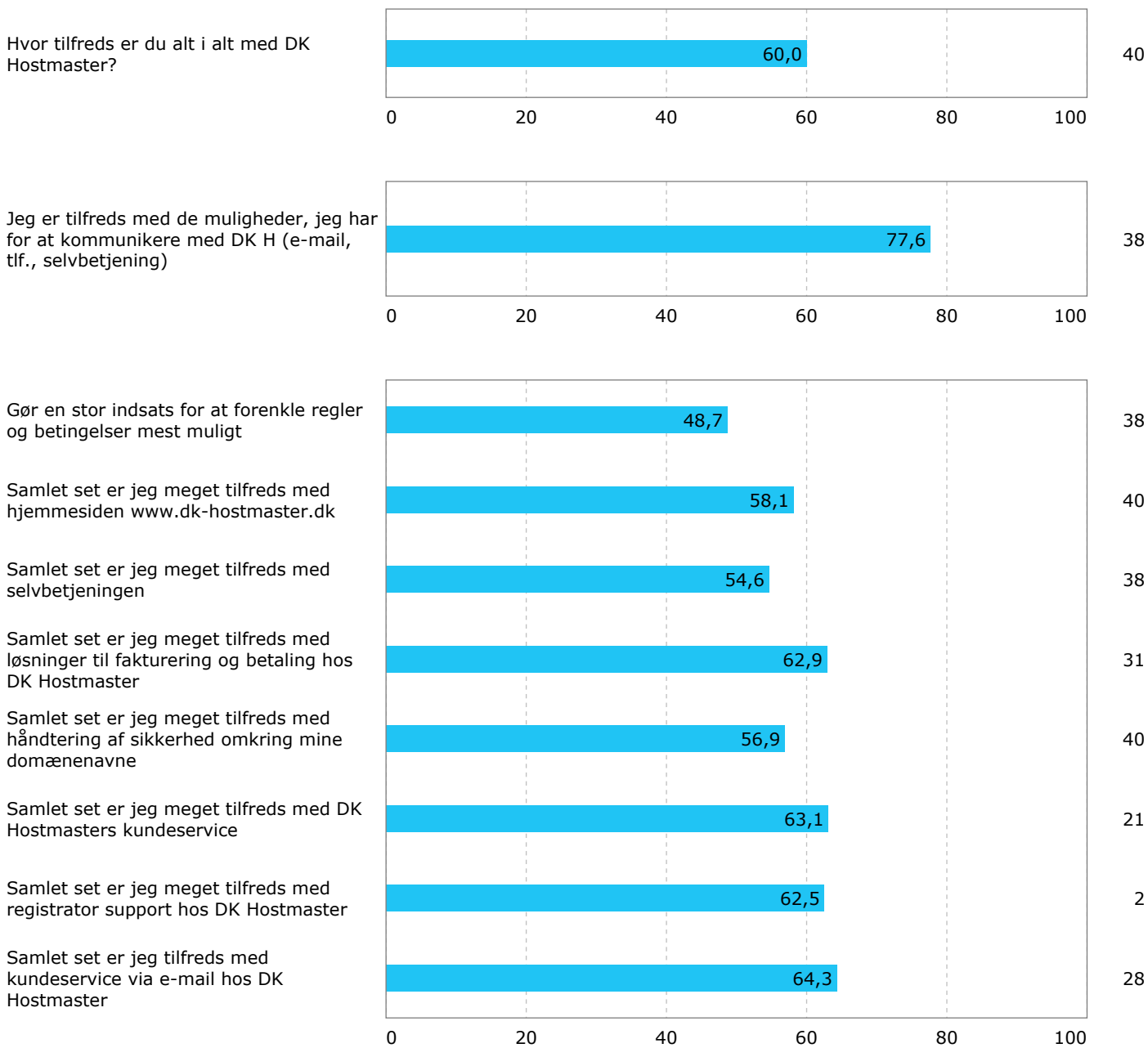
## Tilfredshed alt i alt

### Svarfordeling



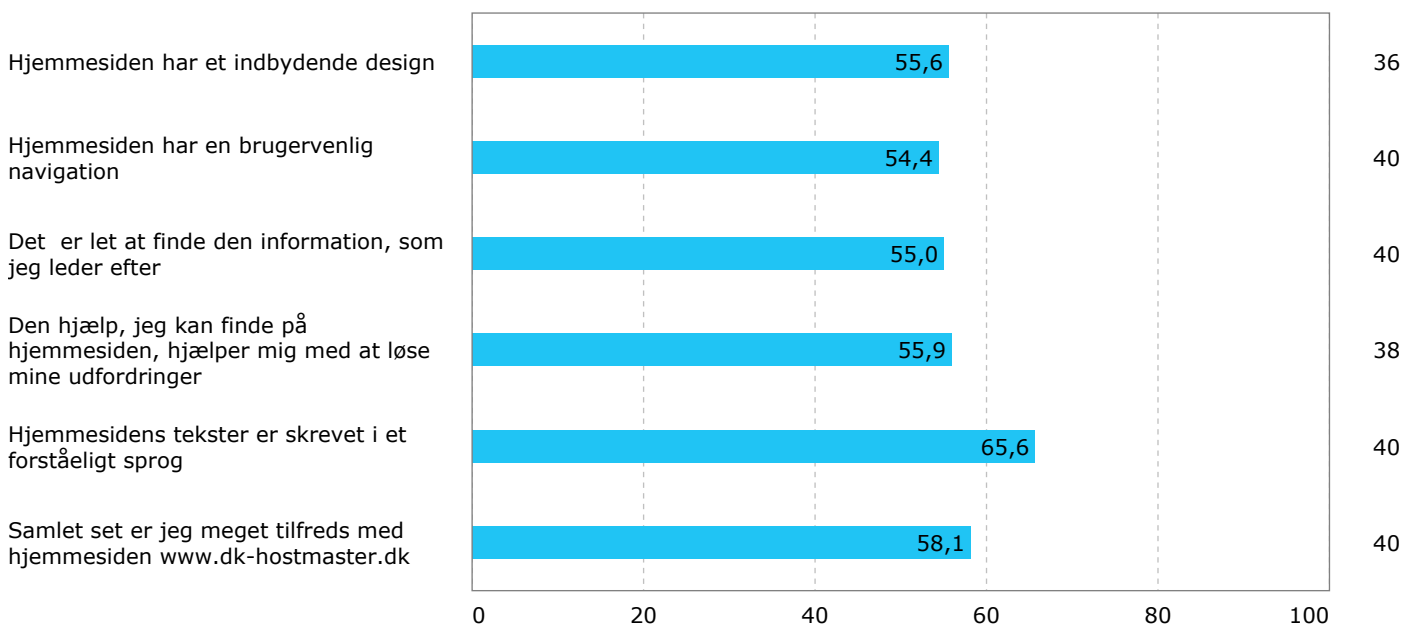
## Hovedspørgsmål

### Indeks



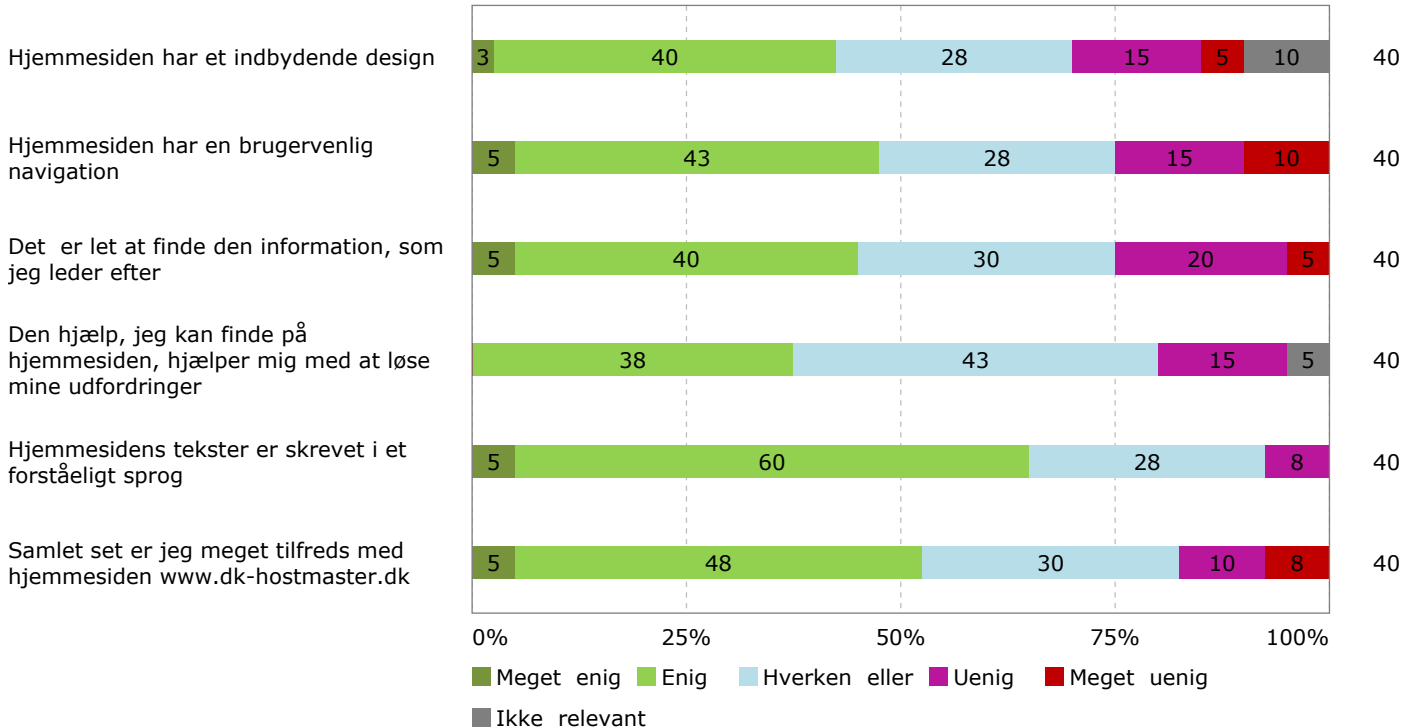
## Hjemmesiden - www.dk-hostmaster.dk

### Indeks



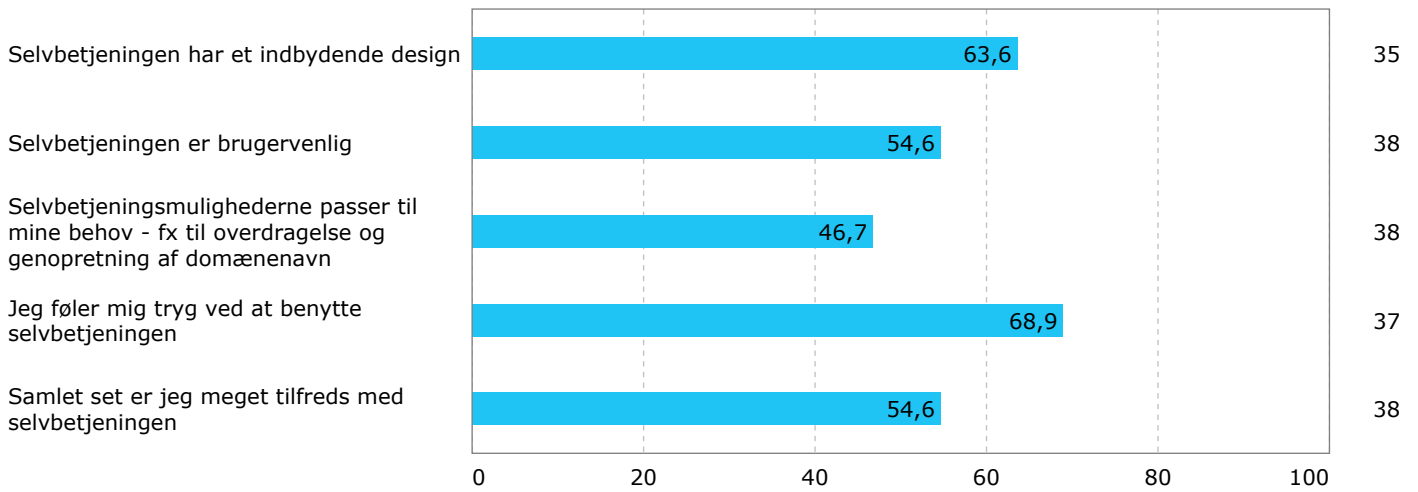
## Hjemmesiden - www.dk-hostmaster.dk

### Svarfordeling



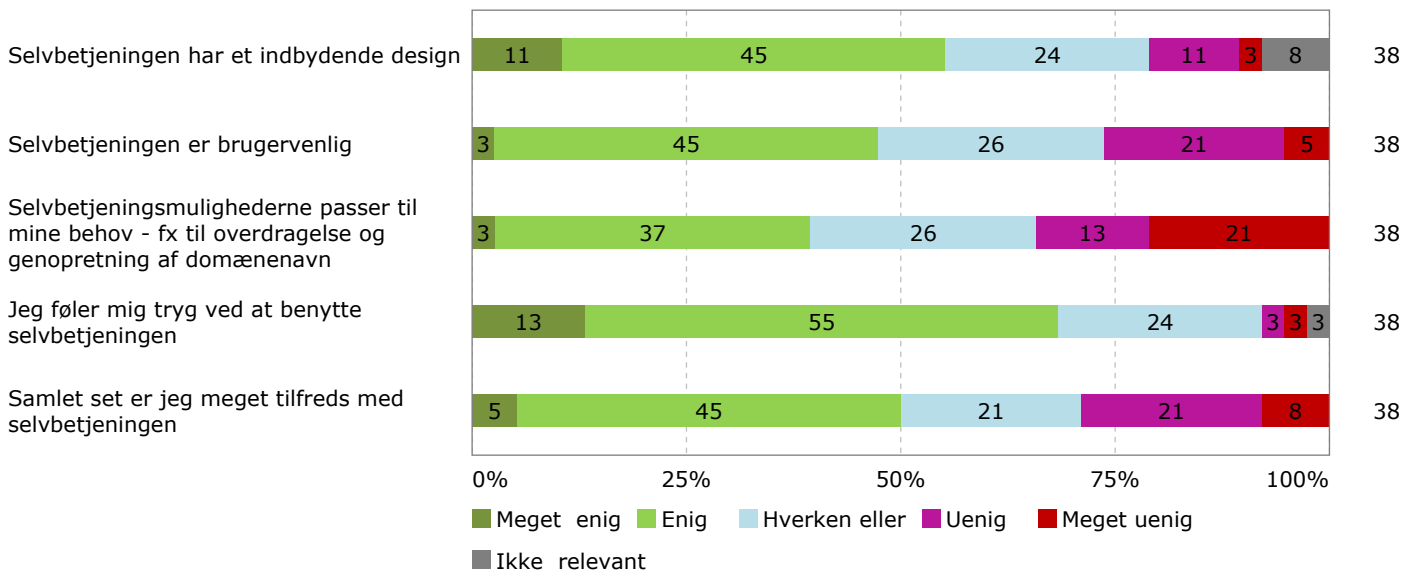
## Selvbetjeningen

### Indeks



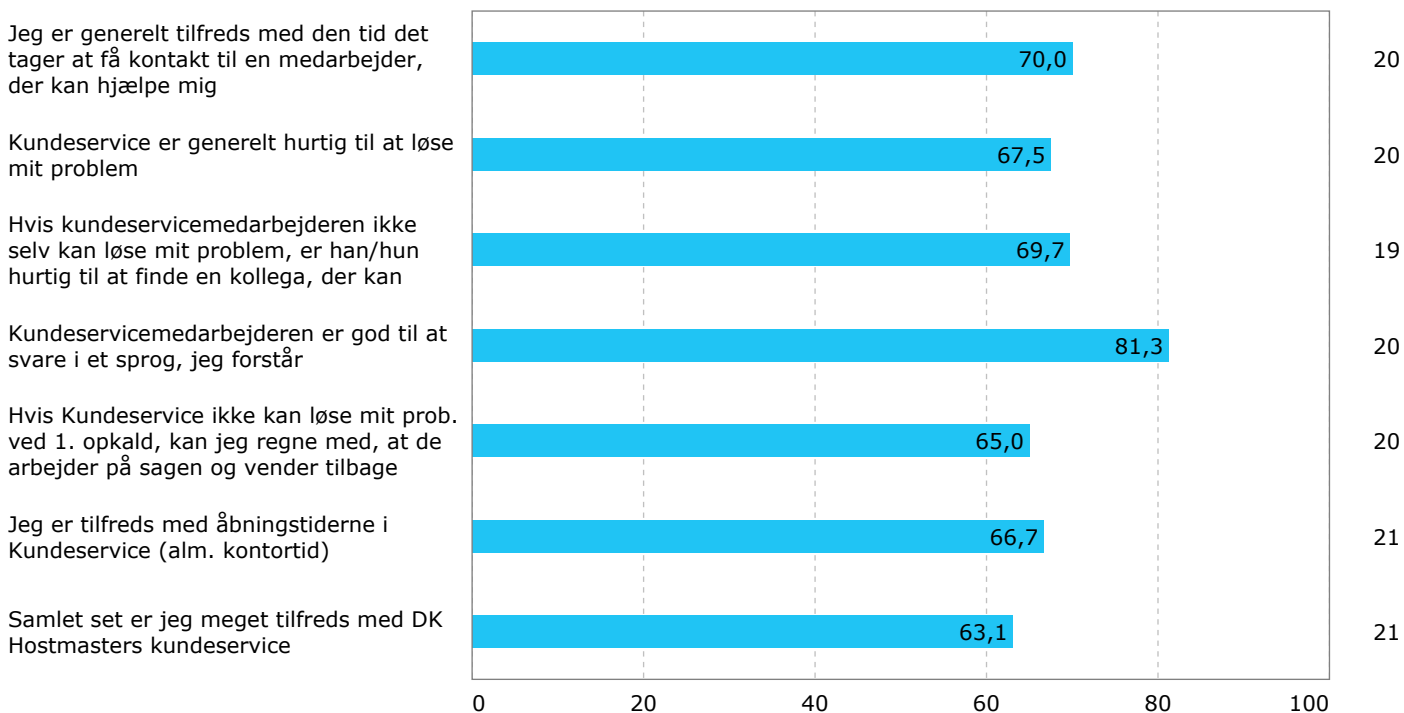
## Selvbetjeningen

### Svarfordeling



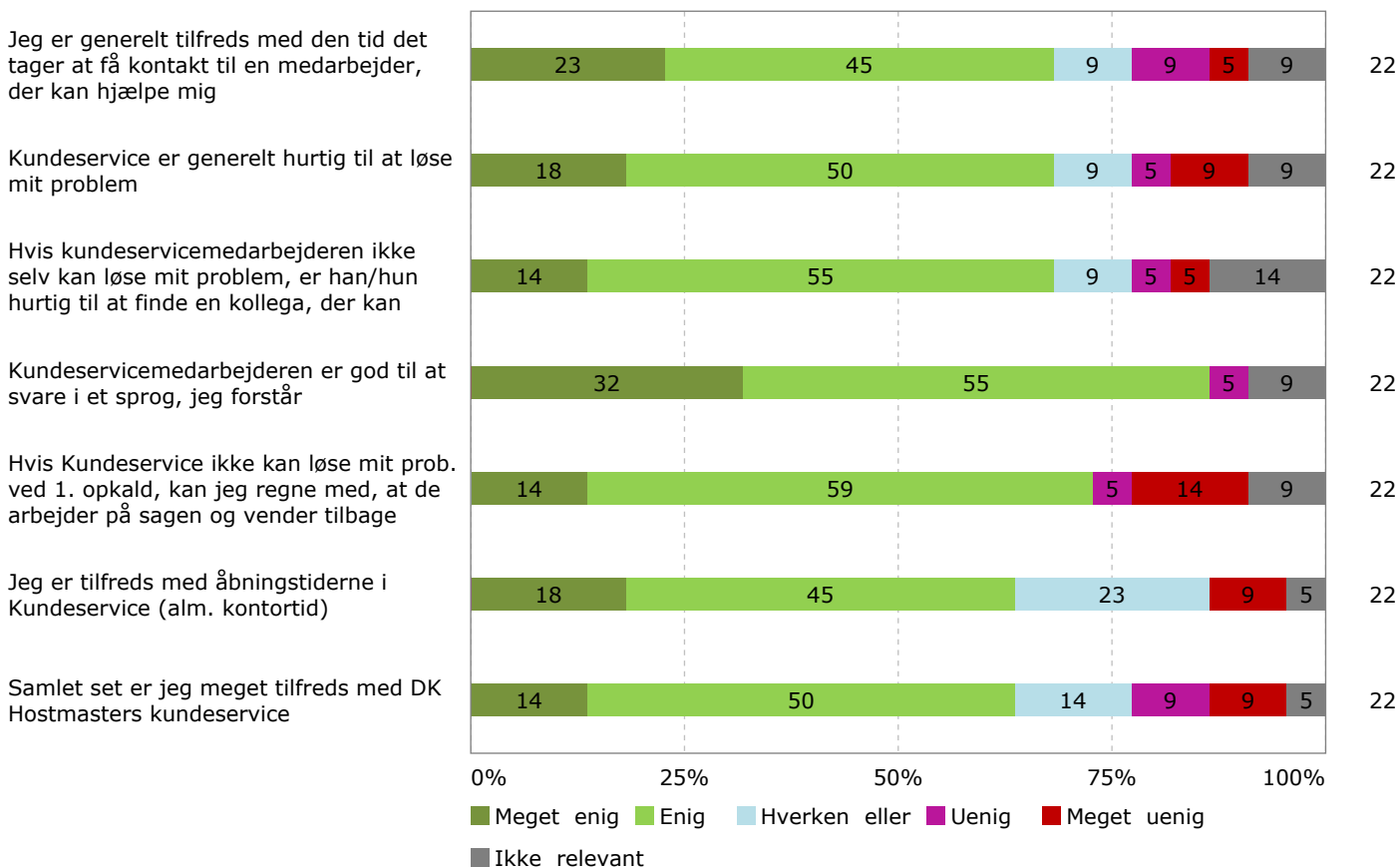
## Telefonisk kundeservice - Generelt

### Indeks



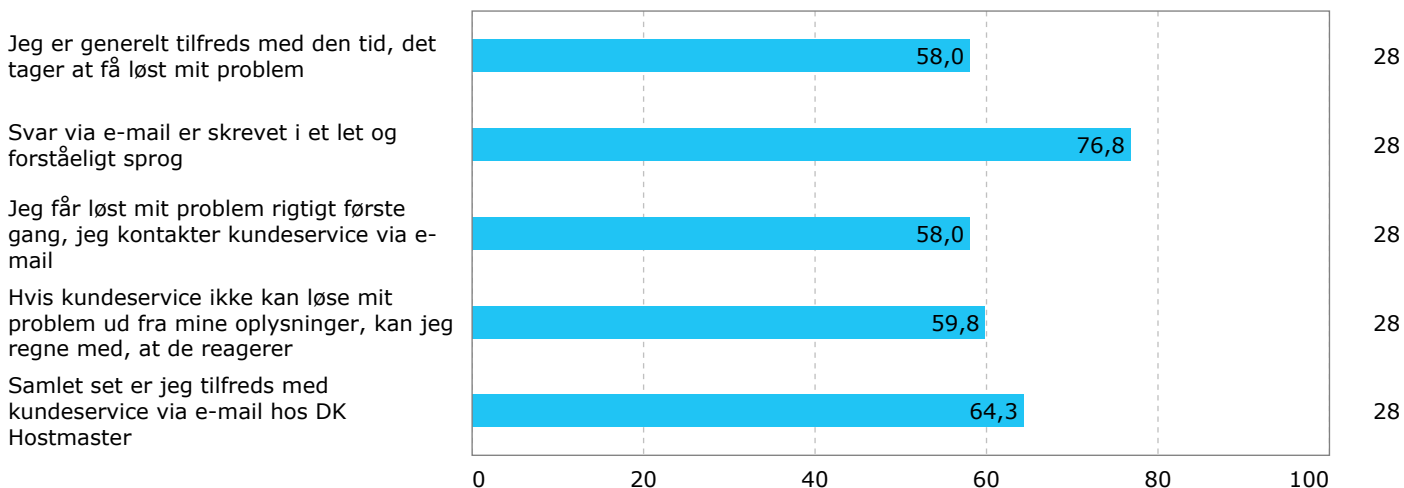
## Telefonisk kundeservice - Generelt

### Svarfordeling



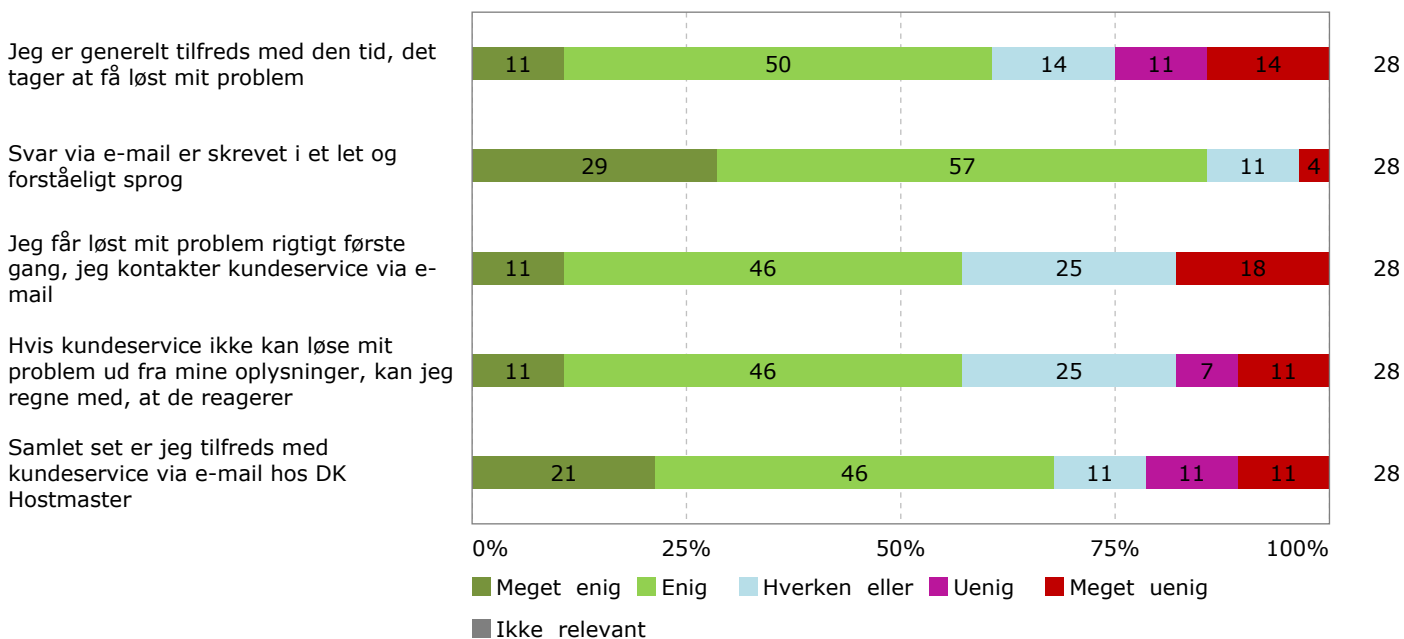
## E-mail support

### Indeks



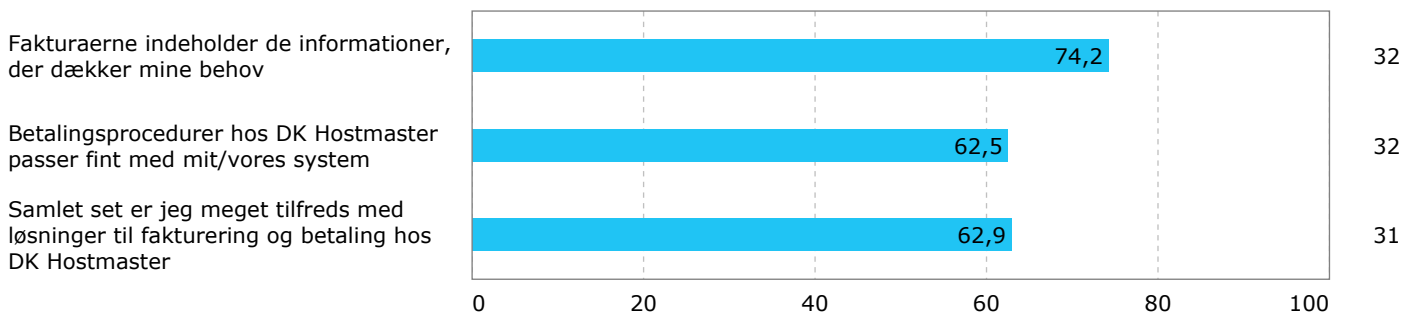
## E-mail support

### Svarfordeling



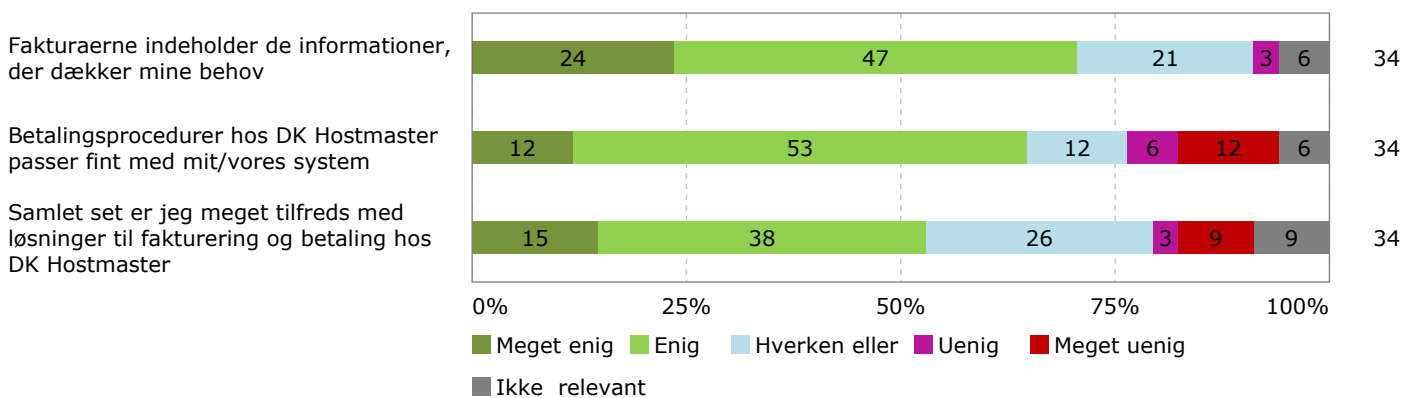
## Fakturering og betaling

### Indeks



## Fakturering og betaling

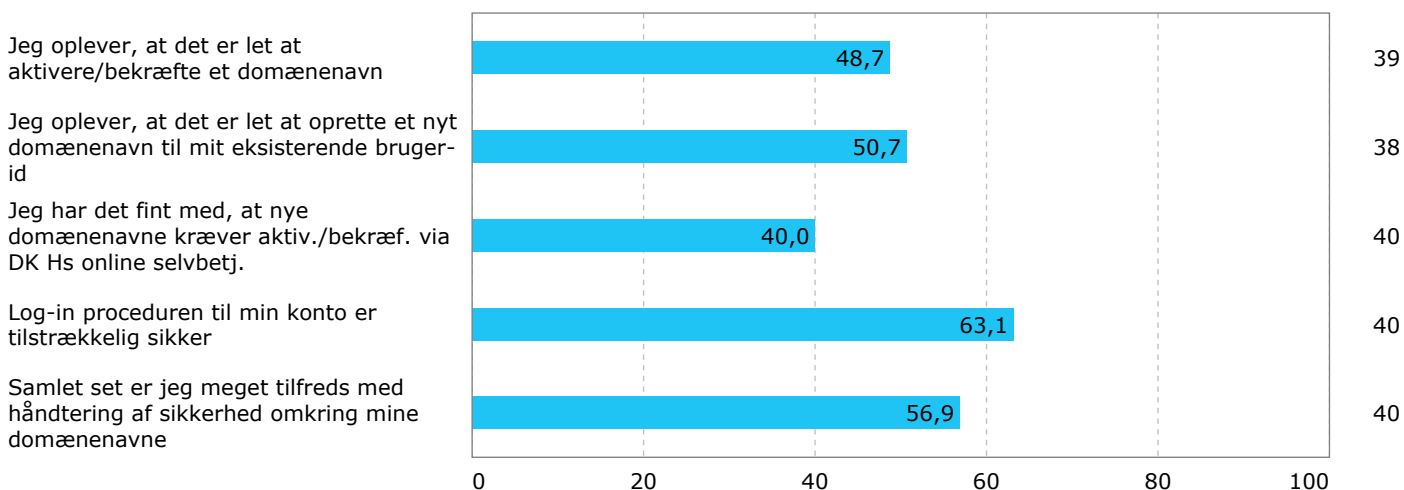
### Svarfordeling





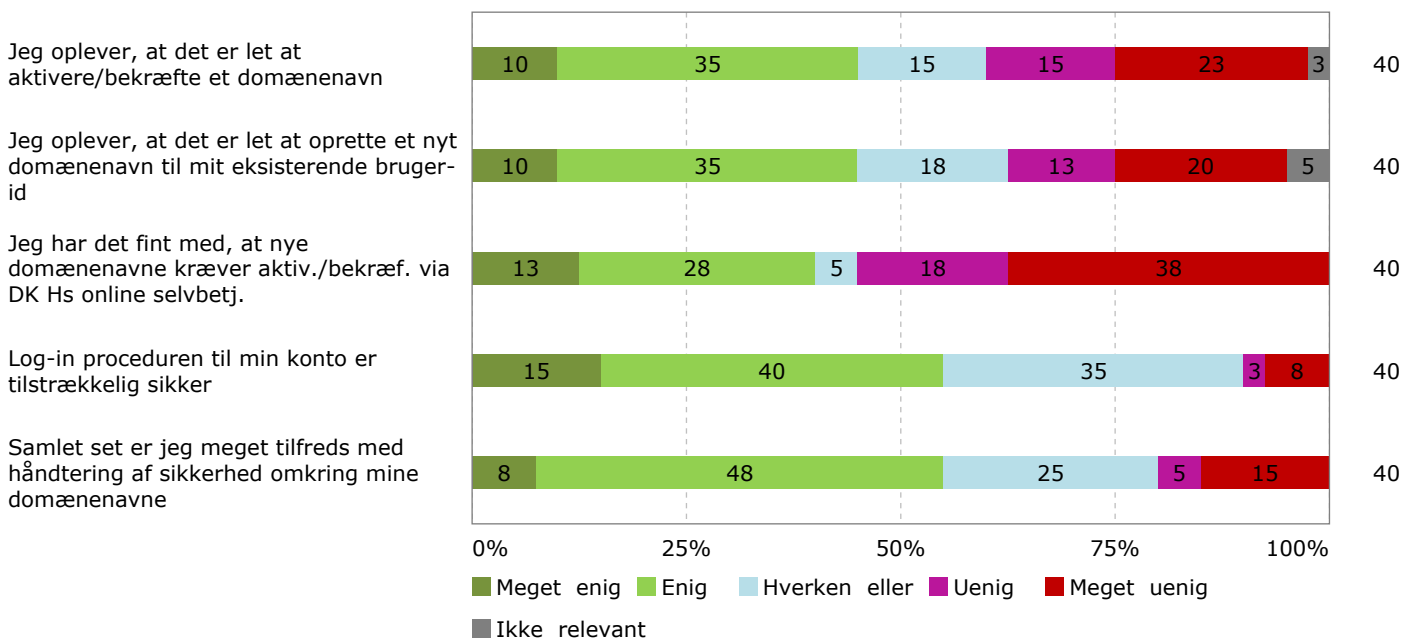
## Aktivering/bekræftelse og sikkerhed

### Indeks



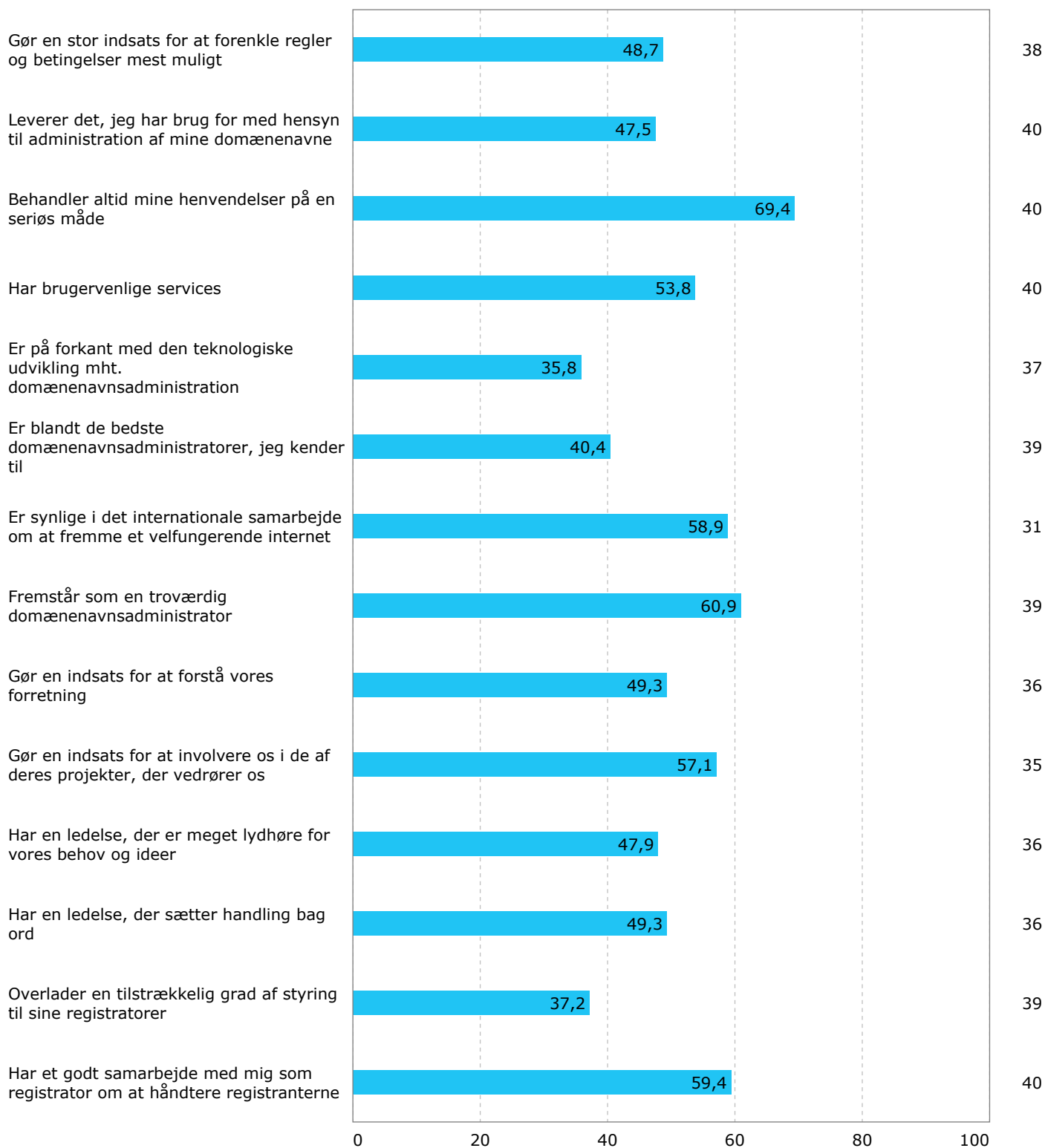
## Aktivering/bekræftelse og sikkerhed

### Svarfordeling



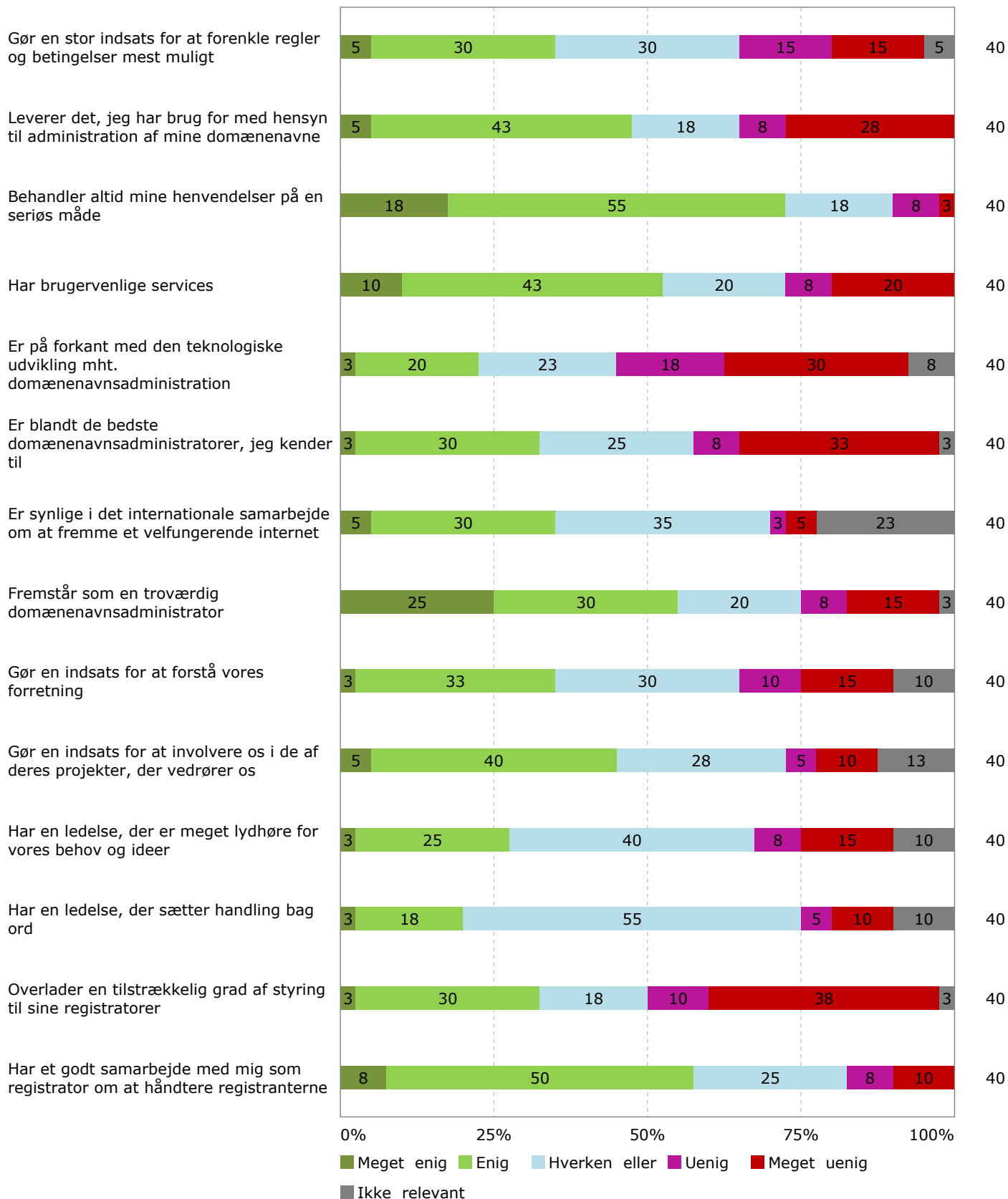
## Generel vurdering af DK Hostmaster

### Indeks



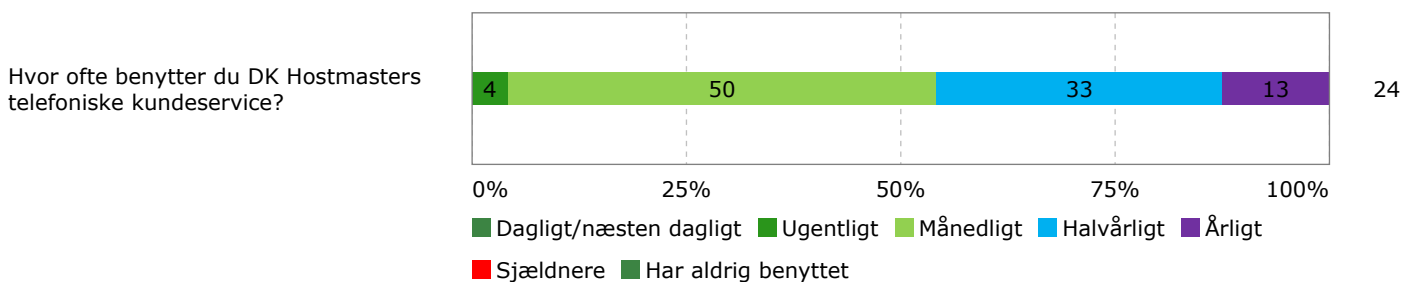
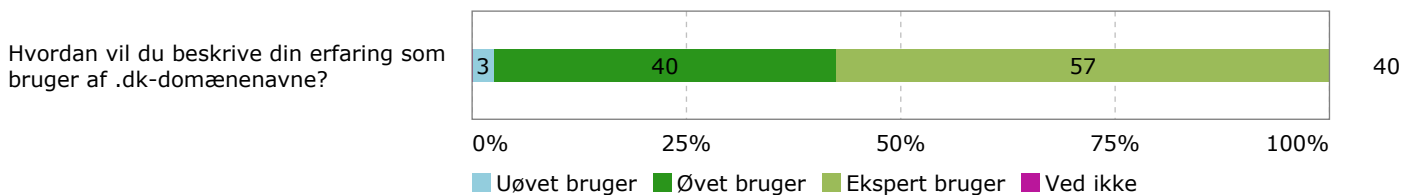
## Generel vurdering af DK Hostmaster

### Svarfordeling



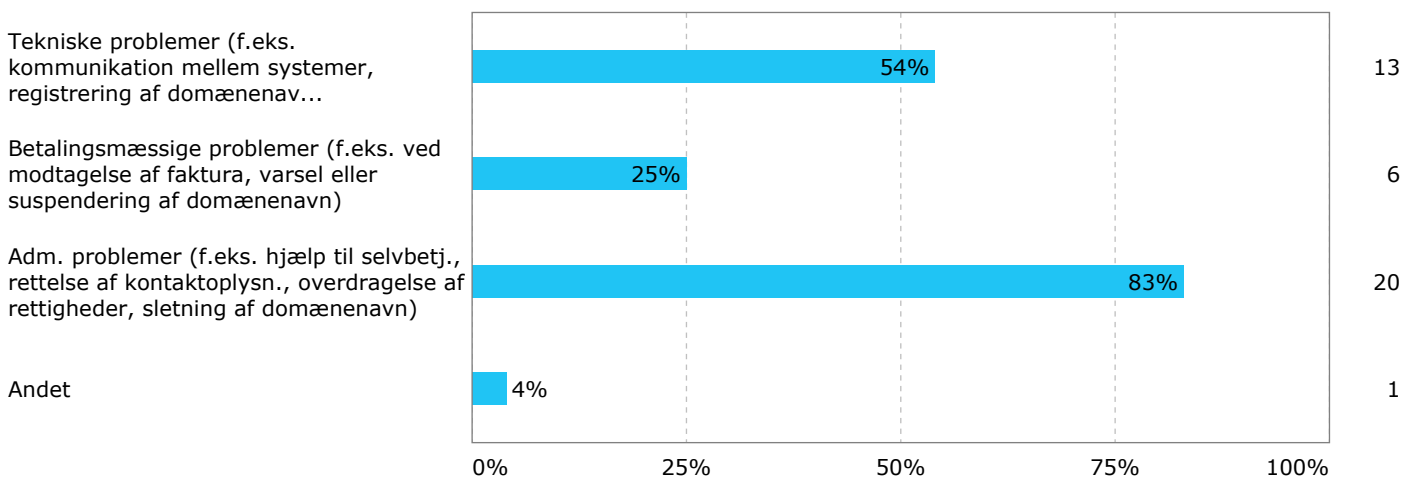
## Øvrige spørgsmål

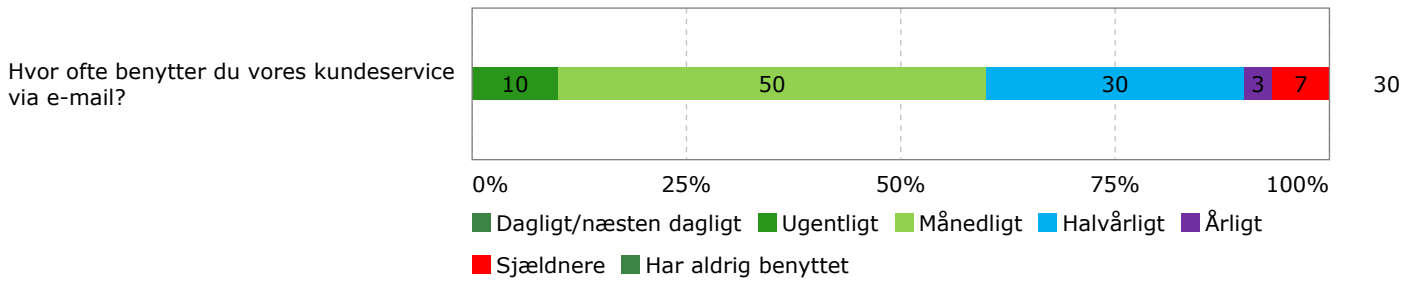
### Svarfordeling



*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

