



## **VoIP Phones Customer Satisfaction Report**

**17 VoIP Phone Companies Assessed by IT Manager Customers**

**Brochure**

**The VoIP Phone Customer Satisfaction** report was researched and developed by the Eastern Management Group, Inc.

The report has two important objectives:

- 1.) Give VoIP phone vendors substantial customer satisfaction information on themselves and peer companies to use for benchmarking purposes
- 2.) Give IT Managers customer evaluations of leading VoIP phone companies, to use in the vendor selection process

## **Customer Satisfaction Research**

More than 2,850 VoIP phone customers were surveyed by the Eastern Management Group for the report. IT managers reported on their experience as a customer of one of 17 VoIP phone companies evaluated (see table below). All VoIP phone providers were quantitatively rated on 10 Customer Satisfaction Measurements (see table next page).

<b>VoIP Phone Providers Evaluated</b>			
Ascom	Fanvil	Mitel	Unify
ATCOM	Gigaset	Panasonic	VTech
AudioCodes	Grandstream	Polycom	Yealink
Cisco	Htek	snom	Zultys
Digium/Sangoma			

10 Customer Satisfaction Measurements
Technology and Product
Purchase Experience
Reliability
Installation
Support
Management Tools
Contact Center Experience
Value
Overall Satisfaction
Recommend to a Friend

## The Report

This Eastern Management Group report was developed by using 2,850 customer surveys with IT Managers, a proprietary customer satisfaction data model, data tabulation, and analysis for all 17 VoIP phone providers.

The 96-page [VoIP Phone Customer Satisfaction](#) report has detailed information on each of the 17 VoIP phone vendors.

- There are four pages of information on every vendor, with data on each of the 10 Customer Satisfaction Measurements (see table previous page).
- A list of the Top 10 Leaders<sup>SM</sup> and their Customer Satisfaction Measurement scores for convenient reference.
- Numeric and 4 Star Ratings for each VoIP phone vendor for all Customer Satisfaction Measurements.
- A user-friendly excel data spreadsheet with all vendor data is included with the report.

## **With the Report and Data Model You Will Be Able To**

- Rank order all 17 VoIP phone providers for every Customer Satisfaction Measurement
- Determine where your company excels and areas to improve
- Compare different types of vendors
- See who's best in often challenging Customer Satisfaction Measurements such as Management Tools and Contact Center Experience
- Compare your business to competitors for benchmarking
- Understand which Customer Satisfaction Measurements may be causing customers not to recommend your company or any vendor to a friend
- Evaluate potential vendors

## **Report Contents – 96 Pages**

Description of the Customer Satisfaction Research Process

Customer satisfaction with the each VoIP phone provider for 10 Customer Satisfaction Measurements

Individual vendor results and the industry average for 10 Customer Satisfaction Measurements

Individual vendor Customer Satisfaction Measurements on a Four Star Scale

Vendor "Recommend to a Friend" scores for each VoIP phone provider

Top 10 Leaders<sup>SM</sup> in VoIP Phones

Best-Of-The-Best<sup>SM</sup> in VoIP Phones

Excel Spreadsheet Vendor Data Model

Appendix A     Research Methodology

Appendix B     About the Eastern Management Group

Appendix C     Contact

**EasternManagementGroup**