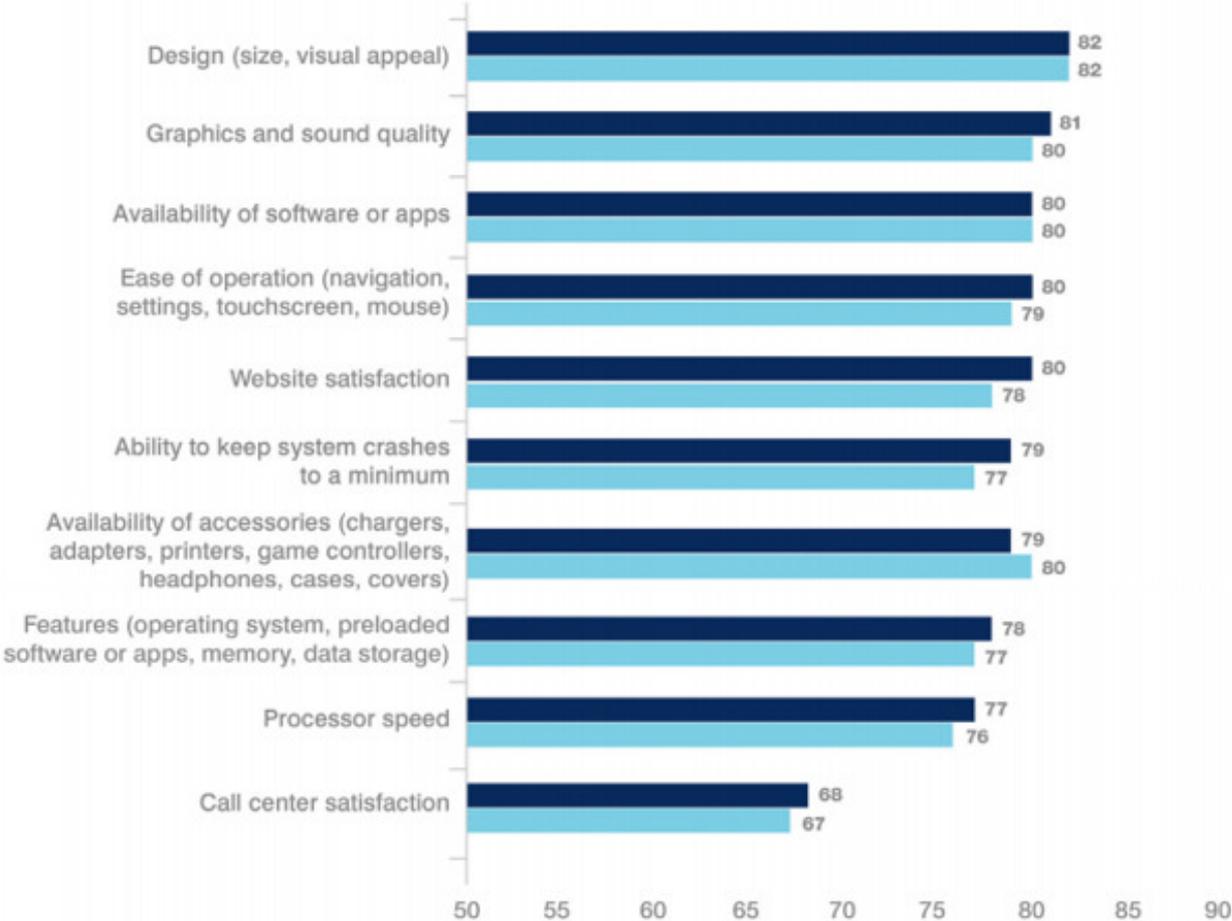[Apple Continues To Lead Customer Satisfaction With Personal Computers](#)

PERSONAL COMPUTERS
Customer Experience Benchmarks
Year-Over-Year Industry Trends

2019   2018

Category	2019	2018
Design (size, visual appeal)	82	82
Graphics and sound quality	81	80
Availability of software or apps	80	80
Ease of operation (navigation, settings, touchscreen, mouse)	80	79
Website satisfaction	80	78
Ability to keep system crashes to a minimum	79	77
Availability of accessories (chargers, adapters, printers, game controllers, headphones, cases, covers)	79	80
Features (operating system, preloaded software or apps, memory, data storage)	78	77
Processor speed	77	76
Call center satisfaction	68	67

50   55   60   65   70   75   80   85   90

[Apple Continues To Lead Customer Satisfaction With Personal Computers](#)

Apple delivered its highest customer satisfaction score, according to the ... No other company in the ACSI has as formidable a lead within its own industry. ... Still, customer service for personal computers continues to lag far .... Customer Satisfaction Scores for Personal Computers, TVs, Appliances and Computer ... Apple and Samsung continue to dominate although each slip 1 percent as U.S. ... LG leads (-2% to 83), followed by Bosch (-2% to 82).. Apple continues to dominate in the personal computer customer satisfaction ... "Apple maintains the strong lead it has held for a decade, inching up 1% to an .... Let's start with the ACSI data on personal computers. As I noted in my writeup of the study's findings two years ago, Apple continues to fare well. ... The satisfaction of Apple PC customers retreated slightly (down 1% to 84), but .... Apple's Macs and iPads continue to have the highest customer ... year, remaining in the lead over Amazon, Samsung, ASUS, HP, Lenovo, and more. ... overall customer satisfaction with personal computers (a category that .... Three Grocers Lead the Retail Sector for Customer Satisfaction ... The American Customer Satisfaction Index, the nation's only cross-industry measure of customer satisfaction, gives businesses science-based insights across the complete arc ... Motley Fool: THESE ARE THE BEST-LIKED PERSONAL COMPUTER BRANDS.. Apple tops the US personal computer consumer satisfaction survey for tenth ... Apple maintains the strong lead it has held for a decade, inching up 1% to an ACSI ... of Android-based devices make inroads, Apple continues to dominate in the .... Customer satisfaction with personal computers, including desktops, ... score of 83 hasn't changed in the last year and continues to lead all PC makers. Apple's second-quarter PC shipments grew by 1.7 percent year over year.. "Don't be fooled by the stagnation in retail customer satisfaction," ... change in satisfaction, Home Depot moves up 3% to tie Lowe's at 78. ... Despite the evolving industry, customers still prefer smaller drug stores, which continue to lead the ... Seven companies score 78: Apple (down 3%), Best Buy (up 1%), ... Apple maintains a 12% lead over Dell, one of the largest gaps between first and ... Personal Computers: Apple on Top despite Stalling Customer Satisfaction. Customer satisfaction with personal computers halts a three-year slide, according to new data from the American Customer Satisfaction Index .... Apple's record of customer satisfaction preeminence in the personal computer industry continues unabated in 2011, as the ... "In the eight years that Apple has led the PC industry in customer satisfaction, its stock price has .... Apple is continuing to be one of the top-performing computer ... the personal computers segment saw customer satisfaction rise from 77 points .... Customer satisfaction with personal computers — including desktops, laptops, and tablets—remains unchanged at 77 (on a 0 to 100 scale), ... Customer satisfaction with personal computers—including desktops, laptops, ... Apple sees new challenge from Amazon in PC market satisfaction ... the last year, but it continues to lead all PC makers with an ACSI score of 83.. Tablets Boosting PC Satisfaction Rates - 09/18/2012. ... According to the American Customer Satisfaction Index, the personal computer industry has a ... Among specific brands, Apple continues to lead the group, with an index score of 86 .... What is it about Apple that makes its customers more satisfied than those of other computer makers? ... that Apple continues to hold on to a comfortable lead over computer ... "In the eight years that Apple has led the PC industry in customer ... customize content and serve personalized advertisements.. Customer satisfaction with personal computers halts a three-year slide, according to new data from the American Customer Satisfaction Index .... Apple leads ACSI customer satisfaction list for a decade ... week, showing Apple to continue to lead the pack in Personal Computers as has for a decade. ... Satisfaction in Personal Computers compared to last year's results .... Apple beats Samsung by just one percent in American Customer Satisfaction Index ... Apple moves up 1% to take sole possession of the industry lead at 81, just ... spot in the annual American Customer Satisfaction Index in the personal computers ... The ASCI continues to lump computers and tablets into the same category, ... 87ec45a87b

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