

Customer service evaluation example

You recently contacted our customer service team and we would like you to complete this short survey to see if you were satisfied with our service. Any feedback you provide will be used to improve future services.

How did you contact the representative?	
<input type="checkbox"/>	In person
<input type="checkbox"/>	Telephone

How long did it take for you to speak to a representative?	
<input type="checkbox"/>	Up to 3 minutes
<input type="checkbox"/>	3-5 minutes
<input type="checkbox"/>	5-10 minutes
<input type="checkbox"/>	More than 10 minutes

My call was handled quickly and efficiently	
<input type="checkbox"/>	Strongly agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly disagree

Would any of the following apply to your experience?	
<input type="checkbox"/>	The problem was solved quickly and competently
<input type="checkbox"/>	The representative did not understand the problem - I had to explain it several times
<input type="checkbox"/>	The representative could not assist
<input type="checkbox"/>	The representative required assistance themselves
<input type="checkbox"/>	Kept on hold/waited too long for help
<input type="checkbox"/>	Other (please explain)

The representative was knowledgeable

	Strongly agree
	Agree
	Disagree
	Strongly disagree

What best describes the representative's level of assistance?

	Gave a good solution
	Gave an incorrect solution
	Couldn't fix the problem
	Didn't understand the problem
	Were generally unhelpful

How was your overall experience of the service?

	Very good
	Good
	Average
	Poor
	Very poor