

Customer Support Interaction Rating Form

Thank you for taking the time to rate your recent customer support experience. Please fill out this printed form and return it to the administration desk.

1. General Information

Customer Name:

Date of Interaction:

Support Representative Name:

Ticket / Case Number:

2. Performance Rating

Please rate the following aspects of your interaction by writing a score from 1 to 5 (1 = Very Dissatisfied, 5 = Very Satisfied) in the boxes provided.

Representative's Courtesy and Professionalism:

Representative's Knowledge and Expertise:

Speed of Resolution / Response Time:

Overall Satisfaction with the Support Provided:

3. Comments and Feedback

What did the representative do well, or how could we improve your experience?

Any other comments or suggestions: