

Customer Support Satisfaction Survey

Thank you for contacting our customer support team. Please take a moment to fill out this printed survey to help us improve our services.

1. General Information

Customer Name:

Date of Support:

Ticket / Case Number:

Support Representative Name:

2. Support Evaluation

Please write your rating on a scale of 1 to 5 (1 = Strongly Disagree, 5 = Strongly Agree):

The representative was polite and professional:

The representative was knowledgeable and helpful:

My issue was resolved in a timely manner:

It was easy to get in touch with a support representative:

Overall, I am satisfied with the support I received:

3. Resolution Status

Was your issue completely resolved? (Please write Yes or No):

4. Comments and Feedback

What did we do well during this support interaction?

What areas do you feel we could improve upon?