

Customer Satisfaction Post Resolution Survey

Thank you for taking the time to complete this survey. Your feedback is highly valuable to us and helps us improve our support services. Please print and fill out the fields below.

1. Case & Contact Information

Customer Name:

Ticket / Case Reference Number:

Date of Resolution:

Assigned Support Agent Name:

2. Satisfaction Rating

Please rate the following aspects of your experience using a scale of 1 to 5 (with 1 being "Very Dissatisfied" and 5 being "Very Satisfied").

How satisfied are you with the final outcome/resolution of your issue? (1 - 5):

How satisfied are you with the response time and overall speed of resolution? (1 - 5):

How satisfied are you with the technical knowledge and helpfulness of the agent? (1 - 5):

How satisfied are you with the clarity of communication during the process? (1 - 5):

3. Resolution Summary

Was your issue resolved on the first contact? (Please write Yes or No):

Do you feel the solution provided is permanent? (Please write Yes, No, or Unsure):

4. Additional Feedback

Please write any comments, suggestions, or details about your experience below: