

Customer Satisfaction Survey After Resolution

Thank you for giving us the opportunity to resolve your recent issue. Please take a moment to complete this printed survey. Your feedback helps us improve our service.

1. Case Reference

Customer Name:

Ticket / Case Number:

Date of Resolution:

Support Representative Name:

2. Satisfaction Ratings

Please rate your agreement with the following statements on a scale of 1 to 5 (1 = Strongly Disagree, 5 = Strongly Agree).

The representative understood my issue quickly.

Rating (1 to 5):

The representative was polite and professional.

Rating (1 to 5):

My issue was resolved in a timely manner.

Rating (1 to 5):

The resolution provided was clear and complete.

Rating (1 to 5):

Overall, I am satisfied with the support experience.

Rating (1 to 5):

3. Issue Resolution Details

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

How many contacts did it take to resolve this issue? (Please write a number):

4. Additional Feedback

What did we do well during this support interaction?

What could we have done better to improve your experience?

Any other comments or suggestions: