SurveyNinja

Customer service survey

10 questions. About 2 min to answer.

Satisfaction and resolution

1. How satisfied are you with the help you received? Required

Choose one answer.

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neutral
- ○ Satisfied
- ○ Very satisfied

2. How did you contact us? Required

Choose one answer.

- ○ Phone
- ○ Email
- ○ Live chat on the website or app
- ○ Messaging app, such as WhatsApp
- ○ Social media
- ○ In person
- ○ Other: _____

3. Was your issue resolved? Required

Choose one answer.

- ○ Yes
- ○ No

4. What is still unresolved? Required

A short description is enough. Please don't include passwords or card numbers.

_____

_____

_____

Effort, knowledge and speed

5. [Company] made it easy for me to handle my issue. Required

How much do you agree? Choose one answer.

- ○ Strongly disagree
- ○ Disagree
- ○ Somewhat disagree
- ○ Neither agree nor disagree
- ○ Somewhat agree
- ○ Agree
- ○ Strongly agree

6. How well did the person who helped you know the answer? Required

Choose one answer.

- ○ Very well
- ○ Well
- ○ Somewhat
- ○ Not well
- ○ I didn't talk to a person

7. How did the response time feel? Required

Choose one answer.

- ○ Faster than I expected
- ○ About what I expected
- ○ Slower than I expected
- ○ Much too slow

What to improve

8. What could we have done better?

9. May we contact you about your answers? Required

Choose one answer.

- ○ Yes
- ○ No

10. Your email Required

E-mail: _____

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/customer-service-survey

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