

Customer Service Questionnaire

Q1. How did you contact our customer service?

- Email Fax Telephone Web In person
 Other _____

Q2. If you called on the phone, how quickly did you get through?

- Immediately Under 30 seconds About 1 minute 2-5 minutes
 More than 5 minutes I left a message Does not apply

Q3. If you contacted customer service by Fax or Email, how long did it take to get a response?

- Under 2 hours 2-6 hours 6-12 hours 1 business day
 More than 1 business day They never replied Does not apply

Q4. What was your reason for contacting our customer service?

- Not satisfied with a product Did not receive a product
 Unable to order product / service Problem with website
 Needed more product information Query about invoice
 Other _____

Q5. Overall, how satisfied are you with the customer service you received?

- Very satisfied Satisfied No opinion Dissatisfied Very dissatisfied

Q6. Was your customer service representative:

| | Yes | No | No opinion |
|----------------------|-----------------------|-----------------------|-----------------------|
| Quick | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Courteous | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professional | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledgeable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Respectful | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Patient | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Helpful | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q7. In thinking about your customer service representative, did they:

| | Yes | No | No opinion |
|------------------------------------|-----------------------|-----------------------|-----------------------|
| Have the right information? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quickly understand your questions? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Provide clear answers? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Solve the problem? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Appear well organised? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q8. Do you have any suggestions that would help us improve our customer service?

Thank you for taking the time to complete this questionnaire.