

NPDB Customer Survey Questions

Open ended questions allow for more users to give more detailed information, including their true feelings about a service received and even offer suggestions which allows the CSC staff the opportunity to get a clearer understanding on ratings.

The customer service representative was courteous and professional.

1. Agree
2. Neutral
3. Disagree

The customer service representative understood my issue/question.

1. Agree
2. Neutral
3. Disagree

The customer service representative was knowledgeable (about my issue/question).

1. Agree
2. Neutral
3. Disagree

My issue/question was resolved during the interaction.

1. Agree
2. Neutral
3. Disagree

Based on your most recent interaction with us, overall, how would you rate your experience with our Customer Service Representative?

1. Excellent
2. Average
3. Poor