

Information Resource Center Customer Satisfaction Survey

1. Was the customer service representative polite and professional?

Yes___ No___ If no, please explain._____

2. How knowledgeable was the customer service representative on the subject you called about?

Extremely_____ Moderately_____ Sufficiently_____

Not at all_____

3. Was your experience with customer service at our call center a great deal better than expected, better than expected, about what you expected, worse than expected?

A great deal better _____ Better than expected _____

About what you expected _____ Worse than expected _____

4. Was the wait time at our call center a great deal better than expected, better than expected, about what you expected, worse than expected?

A great deal better _____ Better than expected _____

About what you expected _____ Worse than expected _____

5. Do you have any other comments, questions, or concerns?