**Recommended EBC-Specific Survey Questions**

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| 1 |  | Overall, how would you rate the quality of your customer service experience with the Electronic Business Center? (On a scale of 1-5, with 1 being the worst and 5 being best) |
| 2 |  | When thinking about the service representative who just assisted you, did you feel as though the agent listened to your needs and treated you as an individual and not a number? (On a scale of 1 being highly dissatisfied to 5 being highly satisfied) |
| 3 |  | How would you rate the agent's overall knowledge while assisting you? (On a scale of 1-5, with 1 being the worst and 5 being best) |
| 4 |  | Please rate how well the agent was able to help you utilize the technology available to you during your most recent experience with the Electronic Business Center. (On a scale of 1-5, with 1 being the worst and 5 being best) |
| 5 |  | When thinking about your interaction with the Electronic Business Center, how much effort did you personally have to put forth to get your need resolved?   (1-Far less than I expected, 2-Slightly less than I expected, 3-About what I expected, 4-Slightly more than I expected, 5-Far more than I expected) |
| 6 |  | Based on your interaction with the Electronic Business Center, what can we do to improve your service in the future? (Please record your message.) |