

## **National Service Hotline Survey Questions**

### ***Phone Survey Questions:***

1. Did the Customer Service Representative resolve your question?
2. How professional was the Customer Service Representative in handling your inquiry?
3. How satisfied were you with the overall customer service experience you received today?
4. If you would like to provide any additional feedback, please do so by leaving a comment below in the comment box.
5. On a scale from (1-5) with 5 being the highest: Overall, how satisfied were you with the customer service representative's knowledge?
6. Overall, how responsive have we been to your questions or concerns?
7. What was your reason for contacting the National Service Hotline?

When someone submits a webform a survey is automatically sent to the email address that the webform was requested from.

### ***Webform Survey Questions:***

1. Did the response you received resolve your issue?
2. How satisfied were you with the clarity of the information provided in the response you received?
3. How satisfied were you with the ease of contacting the National Service Hotline?
4. How satisfied were you with the length of time it took to receive your response from the National Service Hotline to your email/web-form?
5. How satisfied were you with the overall quality of the response that you received from the National Service Hotline?
6. How satisfied were you with the response that you received demonstrated an understanding of your issue or concern?
7. If you would like to provide any additional feedback, please do so by leaving a comment below in the comment box.