



## Customer Service Survey

Full Name

Email

### Channel-Specific

Which channel did you use today and how easy was it to access?

Chat – Easy / Somewhat / Difficult

Email – Easy / Somewhat / Difficult

Phone – Easy / Somewhat / Difficult

Social Media – Easy / Somewhat / Difficult

Did you get a timely response through this channel?

Under 1 minute

1–5 minutes

More than 5 minutes

Still waiting

Would you choose this channel again next time? Why or why not?