



# Customer Service Survey

Full Name

Email

## Customer Effort Score (CES)

How easy was it to get your issue resolved?

Extremely easy

Easy

Neutral

Difficult

Extremely difficult

Did you need to repeat yourself during this interaction?

Yes, multiple times

Once

No, everything was understood quickly

Were the next steps clearly explained?

Yes, I understood exactly what would happen

Somewhat, but I had to clarify

No, I was confused or unsure

What made the process feel harder than it should've been?