



Customer Service Survey

Full Name

Email

Support Agent-Specific

Did the agent make you feel heard and understood?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

How would you rate the agent's clarity in explaining the solution?

Not clear at all – I didn't understand the explanation or what I needed to do.

Somewhat unclear – The explanation was confusing or had missing steps.

Neutral – I understood some parts, but I needed to ask follow-up questions.

Mostly clear – The explanation made sense, with just a few clarifications needed.

Very clear and easy to understand – The solution was explained simply and completely, and I knew exactly what to do next.

Was the agent proactive in helping you avoid future issues?

Yes, they gave helpful advice or suggestions

No, they only solved the issue at hand

Not applicable

Would you want to work with this agent again? Why or why not?