

BenchmarkPortal Caller Satisfaction Survey

* 1 Considering everything from the time you placed your call until the call was completed, how would you rate the overall quality of that experience?
(Using a score of 1-5, 5 being "very satisfied")

- 5-very satisfied
- 4-satisfied
- 3-neutral
- 2- dissatisfied
- 1- very dissatisfied

* 2 Did you need to call more than once to complete your request?

- Yes
- No

* 4 How satisfied were you with the representative's overall quality of service?
(Using a score of 1-5, 5 being "very satisfied")

- 5-Very Satisfied
- 4-Satisfied
- 3-Neutral
- 2- Dissatisfied (if "dissatisfied", ask them "why" and enter their response in the Comment Box below)
- 1- Very Dissatisfied (if "very dissatisfied", ask them "why" and enter their response in the Comment Box below)

Comment:

*** 5 If in a similar situation, would you recommend to a friend or family member calling their call center for assistance?**

- Yes
- No (If no, why not?)

Comment:

What is one thing the call center could have done to improve the level of service provided?