

Customer Effort Score Survey

Thank you for contacting us. Please tell us how easy it was to get your issue handled. Fill the checkboxes completely using a blue or black pen. Your answers help us reduce the effort our service asks of you.

How easy was it

Please rate how much you agree with the following statements.

Please cross one in each line

The company made it easy for me to handle my issue
I got the help I needed without repeating myself
The steps to resolve my issue were clear

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

How much effort did you personally have to put in to get your issue resolved?

(Please cross one)

- ☐ Very low
☐ Low
☐ Moderate
☐ High
☐ Very high

The outcome

Was your issue resolved?

(Please cross one)

- ☐ Yes
☐ No
☐ Partly

What could we do to make things easier for you?

Thank you for your feedback. Please return this form to a member of our team.

To respond ☒ or ☐

