

SURVEY QUESTIONS

1. How often do you typically need to contact customer service when using an online marketplace?
 - a. Very often
 - b. Occasionally
 - c. Rarely
 - d. Never

2. What is your preferred way to get help from customer service?
 - a. Search a frequently asked question myself
 - b. Live chat with an agent
 - c. Email a support team
 - d. A phone call
 - e. Fill a web form

3. Imagine you have a problem with an order. What is the most important piece of information you'd want to provide right away?
 - a. The order number
 - b. A photo or video of the problem
 - c. A detailed description of what went wrong
 - d. The username of the seller/buyer

INTERVIEW QUESTIONS FOR SELLERS

1. How do you decide which complaint to work on when you start your shift?
2. What are the details you need about the customer when you work on their complaints?
3. How do you keep track of the complaint?
4. How do you handle common requests like an order cancellation?
5. What are the technical considerations for this system? We are talking about page load time, the time to fetch and display the data.
6. What are the requirements for a new user?

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