

CUSTOMER SERVICE SURVEY

Email *

ssanitax@gmail.com

On scale 1 is i dont like and 5 is Perfect rank like the services that you provide to you *

1



2



3



4



5



Is your service help you? *

☐ Yes

☒ No

What type of Customer service do you use? *

- ☐ Phone Call
- ☒ Email Support
- ☐ Live Chat (on our website)
- ☐ Social Media (DM/Comments)
- ☐ Self-Service / Help Center (FAQs)
- ☐ WhatsApp / SMS

What type of service can we provide for you?

- ☐ Consulting/Advice (e.g., strategy, planning)
- ☒ Technical Support (e.g., repairs, software help)
- ☐ Subscription/Maintenance (e.g., monthly plans, updates)
- ☐ One-time Installation/Setup
- ☐ Training/Education (e.g., workshops, tutorials)

Do you remember the name of the specialist who helped you? (If not leave it blank)

Alfredo Cantero

If you could change one thing about our product/service, what would it be?

I would improve the communication and responsiveness, as the project was delivered late, incomplete, and my messages were ignored.

How likely are you to use our services again in the future?

- ☐ Very Likely
- ☐ Somewhat Likely
- ☐ Neutral
- ☐ Unlikely
- ☒ Very Unlikely

Have you used our services before today?

- ☒ Yes, I am a returning customer.
- ☐ No, this was my first time.

If yes, when was the last time you used our service?

- ☒ Within the last week
- ☐ Within the last month
- ☐ 1–6 months ago
- ☐ More than 6 months ago

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