

# CUSTOMER SERVICE SURVEY

\*Обязательный вопрос

1. Email \*

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2. 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

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3. Is your service help you? \*

Отметьте только один овал.

Yes

No

4. What type of Customes service do you use? \*

Отметьте только один овал.

Phone Call

Email Support

Live Chat (on our website)

Social Media (DM/Comments)

Self-Service / Help Center (FAQs)

WhatsApp / SMS

5. What type of service can we provide for you?

Отметьте только один овал.

- 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)

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

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

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

Отметьте только один овал.

- Very Likely
- Somewhat Likely
- Neutral
- Unlikely
- Very Unlikely

9. Have you used our services before today?

Отметьте только один овал.

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

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

Отметьте только один овал.

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