

Customer Satisfaction (CSAT) Survey Template

Usage: Emailed immediately after a ticket is marked as Resolved.

Goal: Measure the client's satisfaction with the interaction and the agent's performance.

Part 1: Resolution and Outcome

1. Was your issue completely resolved by NexaCore Support?

- ☐ Yes, fully resolved.
- ☐ Partially resolved (A workaround was provided).
- ☐ No, the issue remains unresolved.

2. How satisfied are you with the final solution provided?

- 1 (Very Dissatisfied)
- 2 (Dissatisfied)
- 3 (Neutral)
- 4 (Satisfied)
- 5 (Very Satisfied)

3. Did you receive a clear explanation of the root cause of the issue?

- ☐ Yes
- ☐ No

Part 2: Agent Performance

4. How would you rate the agent's technical knowledge regarding the product?

- 1 (Lacked knowledge) to 5 (Deep expert)

5. How would you rate the agent's speed and responsiveness?

- 1 (Very Slow) to 5 (Very Fast/Responsive)

6. How would you rate the agent's level of empathy and professionalism?

- 1 (Very Unprofessional) to 5 (Highly Professional and Empathetic)

Part 3: Open Feedback (Optional)

7. Do you have any suggestions on how we can improve our support service?

[Text Box for Open Feedback]

Thank you for taking the time to provide feedback. Your response directly contributes to improving our service quality and meeting our Enterprise SLA commitments.