



# Customer Satisfaction Survey on behalf of Customer Support

This survey is completely anonymously unless you choose to add in case specific information or opt in to be contacted by a member of the Digitalk management team after the survey.

1. Overall how would you rate Digitalk Customer Support? \*

☒ Excellent

☐ Good

☐ Average

☐ Poor

2. Optional - Additional Information to Question 1.

Always accommodating, prompt, and professional.

3. When raising a support case, how do you rate the handling of those cases? \*

☒ Excellent

☐ Good

☐ Average

☐ Poor

4. Optional - Additional Information to Question 3. \*

I'd rate it about an 8

5. When calling Digitalk Customer Support, how are your calls handled? \*

- ☒ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor

6. Optional - Additional Information to Question 5. \*

I find that their customer support team is very responsive to the urgent nature of most calls.

7. How likely are you to recommend Digitalk? \*

1	2	3	4	5	6	7	8	9	10
Not Likely									Very Likely

8. Based on your answer to question 7. Please select which of the following helped determine your answer. You can select multiple. \*

- ☒ Features & Functionality
- ☐ Price
- ☒ Support
- ☐ Other

9. What do you like about Digitalk? \*

The platform provides numerous intuitive features that facilitate seamless navigation and utilization.

10. What would you like to see Digitalk do differently? \*

More templates and simplification number manipulation syntax.

11. Would you be prepared to discuss your answers with a member of the Digitalk management team? \*

- ☐ Yes
- ☒ No

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