

My Customer Service Call Review

Company I Called: _____ Date of Call: _____

Part 1: Starting the Call

- **Why did you call?** (What was your problem or question?)
 - **How long did you wait on hold?** (e.g., No wait, 2 minutes, 15 minutes)
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Part 2: Talking to the Agent

- **Was the agent polite?** (Did they use your name? Say please/thank you?)
 - **Did the agent seem to listen and understand your problem?** (Yes / No / Kind of)
 - **Was the agent's answer easy to understand?** (Did they use simple language or confusing jargon?)
 - **How was their tone?** (Friendly / Rushed / Bored / Helpful / etc.)
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Part 3: The Result

- **Did the agent solve your problem or answer your question?** (Yes / No / Partially)
 - **How long did the call take?** (Was it fast and efficient?)
 - **How did the call end?** (Did they ask if you needed more help? Did they sound friendly?)
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Part 4: Your Final Thoughts

1. **What was the best part of the call?**
2. **What was the worst or most frustrating part?**
3. **Overall, how would you rate this experience?** (Circle one)
Bad 😞 --- Okay 😐 --- Good 😃 --- Excellent 😊