**Negative CES Survey**

Hi [Name]

I hope this email finds you well and thank for your time providing feedback regarding a recent support ticket. My Name is [CSM Name], Customer Support Manager at RLDatix and want to follow-up with you on your Survey Response for ticket [number].

Overall you felt that your experience with this ticket was poor.   Would you be interested in expanding on this or letting us know how we may improve?

You also noted that [insert additional comments here].  Would you like to discuss this further?  If you’d prefer to discuss this via phone, please provide a few dates you are available to meet, and I can arrange a WebEx for us to chat.

Kind Regards,

**Not Satisfied with Communication**

Hi [Name]

I hope this email finds you well and thank for your time providing feedback regarding a recent support ticket. My Name is [CSM Name], Customer Support Manager at RLDatix and want to follow-up with you on your Survey Response for ticket [number].

Overall you were satisfied with your experience with this ticket but may thought there was room for improvement in **Communication**.   Would you be interested in expanding on this or letting us know how we may improve?

You also noted that [insert additional comments here].  Would you like to discuss this further?  If you’d prefer to discuss this via phone, please provide a few dates you are available to meet, and I can arrange a WebEx for us to chat.

Kind Regards,

**Positive Survey Response**

Hi [Name]

I hope this email finds you well and thank for your time providing feedback regarding a recent support ticket. My Name is [CSM Name], Customer Support Manager at RLDatix and want to follow-up with you on your Survey Response for ticket [number].

I just wanted to express our gratitude for the positive note you left [about Support Resource].  I have passed your comments on to [support resource] which I know will brighten their day.

Thank you for taking the time to express your feedback! It’s always appreciated.

Kind Regards,

**Request for more information on survey comment**

Hi [Name]

I hope this email finds you well and thank for your time providing feedback regarding a recent support ticket. My Name is [CSM Name], Customer Support Manager at RLDatix and want to follow-up with you on your Survey Response for ticket [number].

I was wondering if you’d like to discuss further the comment you left [insert comment here]

Overall you were satisfied with your experience with this ticket, but we’d still be open to discussing your comment feedback further if you’re interested.

If you’d prefer to discuss this via phone, please provide a few dates you are available to meet, and I can arrange a WebEx for us to chat.

Kind Regards,