

Post-support feedback survey template

A **post-support feedback survey** allows you to gather immediate feedback from customers after they've interacted with your support team. It helps you understand whether their issue was resolved satisfactorily, assess the quality of your support service, and identify areas for improvement. This feedback is crucial for refining your support processes and ensuring customer satisfaction.

Post-support feedback survey questions for copy and paste

Intro message: *Thank you for reaching out to our support team! We are committed to providing you with the best possible service. To help us understand how well we addressed your issue and improve our support process, please answer the following questions about your recent support experience:*

1. *What issue were you hoping to get addressed today?*
(Open-ended response)
2. *How satisfied are you with the resolution of your issue?*
(Please rate on a scale of 1 to 5, where 1 = Very dissatisfied and 5 = Very satisfied)
 - 1 = Very dissatisfied
 - 2 = Dissatisfied
 - 3 = Neutral
 - 4 = Satisfied
 - 5 = Very satisfied
3. *Tell us why you selected that score.*
(Open-ended response)

Thank you message: *Thank you for your feedback! Your responses are crucial in helping us enhance our support services and better meet your needs. If you have any additional comments or need further assistance, please reach out. We appreciate your time and input!*

How to analyze post-support feedback

Quantitative question (satisfaction rating): Calculate the average satisfaction score to gauge overall performance.

Qualitative questions (issue addressed, score explanation): Review open-ended responses to identify common issues, understand customer concerns, and gain insight into what's working well and what needs improvement.

Example

Quantitative data:

After interacting with your support team, five customers provide the following satisfaction ratings:

- Customer 1: 5
- Customer 2: 4
- Customer 3: 2
- Customer 4: 5
- Customer 5: 3

Sum of ratings = $5 + 4 + 2 + 5 + 3 = 19$

Number of respondents = 5

Average satisfaction rating = $19 \div 5 = 3.8$

This score suggests that customers are generally satisfied but may need more consistent resolution quality.

Qualitative data:

Analyze responses to the open-ended questions to understand the specific issues customers had and why they rated the support interaction as they did. This will help you make targeted improvements to your support process.

Interpreting post-support feedback:

- **High satisfaction scores** (closer to 5) indicate successful issue resolution and strong support performance.
- **Low satisfaction scores** (closer to 1) highlight potential gaps in issue resolution or customer service quality that need attention.
- Open-ended feedback provides deeper insight into customer frustrations or positive experiences, offering specific opportunities for improvement or recognition of strengths.