

*All statements have a score of 1 to 5, 1 being strongly disagree and 5 being strongly agree and NA is not applicable.*

## Employee

- The employee understood my situation.
- The employee's answer was clear.
- The employee was courteous.
- The employee did everything they could to help me.
- I could rely on the employee's knowledge.

## Accessibility

- The waiting time to reach an employee was acceptable.
- [Organization X]'s call center was easy to reach.

## First time fix

- My question/request was resolved in one call. [Yes/No/Partly]

## First time right [business case]

- Do you feel we could have prevented your call? [Yes/No/Partly]

Follow-up question for answer Yes and Partly:

- What could we have done to prevent this? [open text]

## Satisfaction

- How satisfied are you with [Organization X]'s call center experience? [C-sat, score 1 to 10, 1 is very dissatisfied and 10 is very satisfied]



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