

Customer Service Feedback Evaluation Form Sample

Use this **customer service feedback evaluation form sample** to gather valuable insights on your team's performance. It helps identify strengths and areas for improvement, ensuring enhanced customer satisfaction. Easily customizable, this form streamlines the feedback process efficiently.

Customer Information

Name (optional):

Date of Service:

Customer Service Agent Name (if known):

Service Evaluation

How would you rate our team's responsiveness?

How knowledgeable was the customer service representative?

How courteous and professional was the representative?

Was your issue resolved to your satisfaction?

Feedback

What did we do well?

What could we improve?

Additional Comments or Suggestions: