

# Customer Service Needs Assessment Form Sample

A **customer service needs assessment form** sample helps businesses identify gaps in their support processes and improve customer satisfaction. It typically includes questions about response times, communication preferences, and problem resolution efficiency. Using this form enables organizations to tailor their services to better meet client expectations and enhance overall support quality.

## Sample Customer Service Needs Assessment Form

Contact Information

Name:

Email:

Assessment Questions

1. How satisfied are you with our current response times?

Very Satisfied

2. What is your preferred method of communication?

Email

Phone

Live Chat

Other

3. How would you rate the efficiency of our problem resolution?

Excellent

4. Please provide any additional feedback or suggestions:

Submit Assessment