

Caller survey results

Date

Line or team

Interviewer

Number of answers

Tally how many callers ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. I got through to a person quickly enough.							
2. I only had to explain my issue once.							
3. The agent understood what I needed.							
4. The agent explained the next steps clearly.							
5. Sorting this out was easy for me.							
6. I trust that what was promised will happen.							

Overall, how satisfied are you with this call

VERY SATISFIED

SATISFIED

NEUTRAL

DISSATISFIED

VERY DISSATISFIED

Strengths

The two statements with the highest percent agree.

Coach or fix next

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What the team will change on the line next month, and who owns each change.