



# Customer Satisfaction Survey

**Thank you** for taking the Customer Satisfaction Survey. The survey should take less than five minutes of your time to complete. Click the "Submit by Email" button to submit the survey. **\* = Required**

\* Company Name:

\* Today's Date:

Please rate your satisfaction level with each of the following statements.

- 5 = very satisfied
- 4 = somewhat satisfied
- 3 = neutral
- 2 = somewhat dissatisfied
- 1 = very dissatisfied

## Sales Representative

5 4 3 2 1

1. How satisfied are you with the responsiveness of our Sales Representative?
2. How satisfied are you with the attitude of our Sales Representative?
3. How satisfied are you with the sales transaction?
4. Rate your satisfaction with our Sales Representative's professionalism.

For above item(s) with satisfaction level below 3=neutral, please provide your comments and suggestions:

## Product

5. How satisfied are you with the solutions offered by our product?
6. How satisfied are you with time and cost savings achieved?
7. How satisfying is the quality of our product?
8. Rate your satisfaction with our product's documentation.

For above item(s) with satisfaction level below 3=neutral, please provide your comments and suggestions:

## Technical Support

9. How satisfied are you with the responsiveness of our Technical Support?
10. How satisfied are you with the Technical Support services hours?

For above item(s) with satisfaction level below 3=neutral, please provide your comments and suggestions:

## Company

11. Rate your overall satisfaction with our customer service.
12. Overall, how satisfied are you with Leader Office Solutions as a company?

How can Leader Office Solutions improve your customer experience?