

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 took me seriously.
- The employee understood my situation.
- The email reply I received was friendly.
- The email reply I received was clear.
- The email reply explained exactly what I could expect.
- The response to my email was fast.

Ease / Customer Effort Score

- [Organisation X] makes it easy to get an answer to my question.

Accessibility

- I could easily find the email address / contact form.
- If form on website
- I could easily complete the contact form.

First Time Fix

- My question was answered in the first email response. [Yes/No/Partly]

First Time Right [business case]

- Do you feel we could have prevented this email? [Yes/No/Partly]

Follow-up question for answer Yes and Partly:

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



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Satisfaction

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



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