

# Customer survey question types

## Likert scale

“How satisfied are you with the speed of our customer service?”



## Multiple-choice

“Which communication channel do you prefer for customer support?”

- a.
- b.
- c.
- d.

## Open-ended

“What improvements would you suggest for our product?”

Name\*

Comment

## Yes/no

“Did our support team resolve your issue to your satisfaction?”



Yes



No

# Multiple Choice Questions On Customer Service

**SJ Ball**



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