



BOOST PROMPT FOR GREATER SATISFACTION

Ready to use!

Customer Service Prompts

Response Timeliness

"We strive to answer all of your questions within 24 hours. How quickly would you like to receive a response?"

Personalization in Communication

"How can we tailor our communication to suit your preferences better?"

Understanding Customer Needs

"What is the most important aspect of service you look for when interacting with a business like ours?"

Feedback on Service Experience

"Can you describe your recent experience with our customer support? What went well, and what could we improve?"

Ease of Access

"Did you find it easy to reach out to us?"

Problem Resolution

"Was your concern resolved to your satisfaction? If not, what can we do to make it right?"

Follow-Up Satisfaction

"Was your concern resolved to your satisfaction? If not, what can we do to make it right?"

Customer Satisfaction Prompts

General Satisfaction Survey

"On a scale of 1-10, how satisfied are you with our products/services? What factors influenced your score?"

NPS (Net Promoter Score)

"How likely are you to recommend our business to a friend or colleague (0-10)? What could we do to earn a higher score from you?"

Product/Service Improvement

"What features or improvements would make our products/services more valuable to you?"

Loyalty and Retention

"What keeps you coming back to our business? Are there additional services that would enhance your loyalty?"

Customer Experience Suggestions

"What small change could we make to improve your overall experience with us?"

Additional Services Inquiry

"Are there any other products or services you wish we offered?"

Open Feedback

"We value your opinion. Please share any additional comments or suggestions you have for us."



Remember: Customers can be YOUR most important marketers ✓

Market Insights: Customers can help identify trends and preferences, enabling your company to adapt strategies, products, and services to align with market demand.

Feedback for Improvement: Customers provide valuable insights into their preferences and experiences, allowing you to improve products & services.

Always take the opportunity to gather feedback from your customers.

You might also be interested in reading [our blog](#) post about using NPS in Customer Surveys?