

FEEDBACK FORM

Love My Shoes

11/1/2007
Go4Customer
AM-Inbound Svcs

1. Tickets/emails/chats are being answered/resolved on time

YES, THE EMAILS AND CHATS ARE BEING ANSWERED IN A
TIMELY MANNER AND ACCEPTABLE TO OUR CUSTOMERS STANDARDS.

2. Customers are given the right and complete information/resolution

WE HAVE NOTED IMPROVEMENT IN THIS AREA AND WILL CONTINUE
TO WORK TOWARDS FUTURE IMPROVEMENTS.

3. How do you rate the call quality of our associates on a scale of 1-10 (1 being the lowest and 10 being the highest)

8 POLITE & RESPECTFUL WITH OUR CUSTOMERS. WE CONTINUE
TO PROVIDE TRAINING AS NEEDED WHEN SITUATIONS WARRANT.

4. Report/s sent to you is/are informative enough and you receive the reports timely

REPORTS ARE USEFUL AND PROVIDED ON SCHEDULE.

5. Changes/improvements you'd like us to make in any procedure we follow on your campaign

WE FEEL THE COURSE WE ARE ON IS WORKING AND WILL
CONTINUE TO WORK WITH OUR REPS TOWARDS IMPROVEMENTS.

6. How do you rate our service on a scale of 1-10 (1 being the lowest and 10 being the highest) and why

8 WE APPRECIATE YOUR EFFORTS IN HELPING US PROVIDE
QUALITY SERVICE TO OUR CUSTOMERS.
