Content - Denny Bulcao

Voice Talent ID - Heather from Gstudio

Announcement File Name: csatWelcome.wav

**Welcome. Thanks for taking a few minutes to provide your feedback. Let's get started.**

csatQ1.wav

**Q1. Overall, are you satisfied or dissatisfied with your support call?** Press 1 for satisfied, press 2 for dissatisfied, or press 3 if you are neither satisfied nor dissatisfied.

If 1 OR 2 is pressed, customer proceeds. If 3, customer skips to Question 3.

*Customer selects 2: dissatisfied*

csatQ2b.wav

**Q2b. How dissatisfied are you?** Press 1 for slightly, Press 2 for somewhat, Press 3 for extremely

*Customer selects 1: Satisfied*

csatQ2a.wav

**Q2a. How satisfied are you?** Press 1 for slightly, Press 2 for somewhat, Press 3 for extremely

csatQ3.wav

**Q3. Were we able to resolve your issue today?** Press 1 for Yes, 2 for No or Press 3 if a follow-up is required

If 2 OR 3, customer goes to last three questions.

If 1 (YES), customer goes to Question 4.

csatQ4.wav

**Q4. Did you have to call us more than once to resolve your issue?**

Press 1 for Yes or press 2 for No.

**Last three specific questions**

csatQ5pre.wav

**The last three questions are specifically about the representative you spoke to today.**

**Q5: Did the representative completely answer all your questions?** Press 1 for Yes or press 2 for No.

csatQ6.wav

**Q6. Was the representative sufficiently knowledgeable to answer your questions?** Press 1 for Yes or press 2 for No.

csatQ7.wav

**Q7. Did the representative take ownership of solving your issue?**

Press 1 for Yes or press 2 for No.

csatRecord.wav

**If you would like to leave a recorded message regarding today's interaction, please leave a brief comment after the tone. Otherwise thank you for taking the time to complete this survey. Goodbye !**

**Messages for invalid or no response:**

csatWrong.wav **I'm sorry that is not a valid response.**

csatTimeout.wav Timeout--**I'm sorry I did not receive a response.**