

Example Install Survey Questions

Hi, this is Time Warner Cable calling with an automated survey regarding your recent experience with our Technician's visit to your home. We hope that you will take just a few moments to answer a 6 question survey. If you are the person that interacted with our technician and are willing to provide this feedback, please press 1 now.

1. First, are all of your Time Warner Cable services properly working?
For Yes, press 1
For No, press 2
2. Before leaving your home, did the technician offer to review features of your new services?
For Yes, press 1
For No, press 2
3. Did the technician leave any written materials about your new services?
For Yes, press 1
For No, press 2
4. Overall, how would you rate the service you received from our technician today?
For Very Satisfied, press 1
For Satisfied, press 2
For Neutral, press 3
For Dissatisfied, press 4
For Very Dissatisfied, press 5
5. How satisfied were you with our technician's courtesy and professionalism today?
For Very Satisfied, press 1
For Satisfied, press 2
For Neutral, press 3
For Dissatisfied, press 4
For Very Dissatisfied, press 5
6. How likely is it that you would recommend Time Warner Cable to a friend or colleague using a 10-point scale where "10" means "Extremely Likely" and "1" means "Not at all likely"?
(Record scores from 1 to 10)

Example Technician Survey Questions

Hi, this is Time Warner Cable calling with an automated survey regarding your recent experience with our Technician's visit to your home. We hope that you will take just a few moments to answer a seven question survey. If you are the person that interacted with our technician and are willing to provide this feedback, please press one now.

1. First, are all of your Time Warner cable services properly working?
For Yes, press 1
For No, press 2
2. Before leaving your home, did the technician offer to explain how the problem was resolved?
For Yes, press 1
For No, press 2
3. Did the technician offer to explain features of any new or existing services of interest to you?
For Yes, press 1
For No, press 2
4. Overall, how would you rate the service you received from our technician today?
For Very Satisfied, press 1
For Satisfied, press 2
For Neutral, press 3
For Dissatisfied, press 4
For Very Dissatisfied, press 5
5. How satisfied were you with our technician's courtesy and professionalism today?
For Very Satisfied, press 1
For Satisfied, press 2
For Neutral, press 3
For Dissatisfied, press 4
For Very Dissatisfied, press 5
6. How likely is it that you would recommend Time Warner Cable to a friend or colleague using a 10-point scale where "10" means "Extremely Likely" and "1" means "Not at all likely"?
7. We are looking for ways to enhance the quality of our service. Is there one thing that our representative did exceptionally well or could have done better during the call? Press 1 to leave feedback. Press 2 to end the survey. (all answer options go to end of survey)