

TechCorp Customer Experience Survey

TechCorp Inc. · Voice of Customer Program

Your feedback helps us improve. This takes about 4 minutes.

Section A — Loyalty

1. How likely are you to recommend TechCorp to a friend or colleague?

0	1	2	3	4	5	6	7	8	9	10
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Not at all likely Extremely likely

2. What is the primary reason for the score you just gave?

- ☐ Product quality
- ☐ Price / value
- ☐ Customer support
- ☐ Features
- ☐ Reliability
- ☐ Other

Section B — Rate your experience (1 = Very dissatisfied, 5 = Very satisfied)

3. Overall satisfaction with TechCorp

☐	☐	☐	☐	☐
Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied

4. Product quality

☐	☐	☐	☐	☐
Very poor	Poor	Fair	Good	Excellent

5. Customer support

☐	☐	☐	☐	☐
Very poor	Poor	Fair	Good	Excellent

6. Value for money

☐	☐	☐	☐	☐
Very poor	Poor	Fair	Good	Excellent

7. Ease of use

☐	☐	☐	☐	☐
Very poor	Poor	Fair	Good	Excellent

Section C — Your usage

8. How long have you been a TechCorp customer?

- ☐ Less than 6 months
- ☐ 6–12 months

- ☐ 1-2 years
- ☐ 2-5 years
- ☐ More than 5 years

9. How often do you use our product?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Rarely

10. Which features do you use? (select all that apply)

- ☐ Dashboard
- ☐ Reports
- ☐ API
- ☐ Mobile app
- ☐ Integrations
- ☐ Support chat

11. Compared with competitors, TechCorp is:

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ☐ | ☐ | ☐ | ☐ | ☐ |
| Much worse | Worse | About the same | Better | Much better |

12. How likely are you to renew your subscription?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ☐ | ☐ | ☐ | ☐ | ☐ |
| Very unlikely | Unlikely | Not sure | Likely | Very likely |

13. Have you contacted support in the last 90 days?

- ☐ Yes
- ☐ No

Section D — About you

14. What is the ONE thing we could improve?

15. Which best describes your role?

- ☐ Individual contributor
- ☐ Manager
- ☐ Director
- ☐ Executive
- ☐ Other