

**ANNEXURE-I**  
**CALLCENTRE ON CBS**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

**CUSTOMER SATISFACTION FEEDBACK FORM :**

Name of the customer : \_\_\_\_\_

Branch Name : \_\_\_\_\_

Region : \_\_\_\_\_

Zone : \_\_\_\_\_

A/c No : \_\_\_\_\_

Banking with CBI since : \_\_\_\_\_

S.No	Areas	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1.	Politeness					
2.	Patience					
3.	Technical knowledge					
4.	Clear communication					
5.	Helpfulness					
6.	Accuracy of Answers					
7.	Persistence until problem was resolved					
8.	Resolution with reasonable time frame					
9.	Meet your expectations					
10.	Convenient Service hours					
11.	Prompt initial contact					
12.	Courtesy of person who routed the call					
13.	Overall satisfaction					

	with Call centre support					
14.	Do you have account with other Bank and how is their service.					

15. Do you interact with Callcentre services of other Bank ?  Yes  No

16. If yes, which additional services you would like Central Bank to offer to you ?

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17. What is your suggestions for improvement in CALLCENTRE SERVICES :

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