Customer Interaction Surveys Article no. 4689

Resolution Steps

Email **surveys** are sent to randomly selected customers **after** an interaction to ensure **quality service**, **excellent products** and **excellent customer service**

Outside research companies are **contracted** conducting brand surveys and Net Promoter Score related market research with our customers

- **Horowitz Research** , an independent researcher, may contact our customers for an email survey to get their experience, opinions, and insights geared to better serve customers

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=336