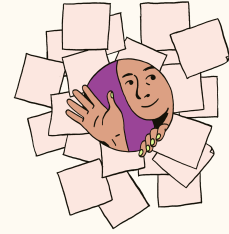


*Go to **File>Make a copy** to edit this template*



[Company Name] customer feedback analysis template

Use this template to collect your company's customer feedback. Enter relevant comments, scores, next steps, and more to discover emerging trends.

Customer feedback	Feedback metric/KPI (if applicable)	Rating (if applicable)	Channel	Feedback date	Feedback category 1	Feedback category 2	Sentiment	Priority	Department	Next steps	Date resolved
"I had a fantastic experience with your customer service team today. I was having trouble troubleshooting an issue with my [product name], and the agent I spoke with, [Agent's Name], was incredibly helpful and patient. They guided me through the steps to resolve the problem and even offered additional tips for future reference. I'm so grateful for their assistance and will definitely recommend your company to others."	CSAT	5	Live chat	mm/dd/yyyy	Product	Service	Positive	Low	Customer service	Send the customer a thank you email and recognize [Agent's Name] at our next team meeting.	mm/dd/yyyy

