

Customer Interaction Feedback Report Outline

1. Report Overview

- Date of Interaction:
- Customer Name or ID:
- Representative Name:
- Channel: (e.g., Phone, Email, Chat, In-person)
- Purpose of Interaction:

2. Summary of Interaction

- Brief Description of Conversation
- Key Issues or Topics Addressed
- Customer's Requests or Concerns

3. Feedback Evaluation

- Customer Satisfaction Level
- Positive Feedback Points
- Areas for Improvement
- Other Comments

4. Action Items & Recommendations

- Follow-up Actions Required
- Assigned Team or Person
- Timeline for Completion

5. Additional Notes

- Observations
- Supporting Materials (if any)

6. Sign-off

- Report Prepared By:
- Date: