

Purpose

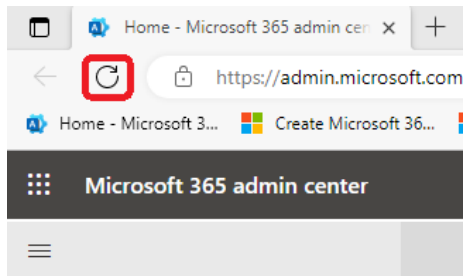
This document provides directions for requesting customer feedback (pitching the survey) after the issue is resolved and the ambassador is ready to close the ticket.

Steps for Pitching the Survey

1. Verify with the customer the issue is resolved **before** pitching the survey. Once you have confirmation from the customer, pitch the survey.
2. Inform customer to refresh the M365 Admin Center webpage by selecting the circle icon highlighted below.

Say:

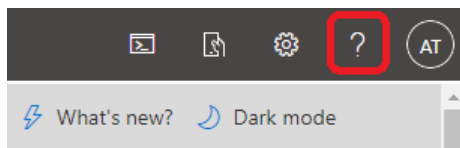
"Excellent! Why don't you go ahead and click the Refresh icon for me on the M365 Admin Center page. This looks like a circle with an arrow."



3. Guide customer to the support icon in the upper-right hand corner of the screen.

Say:

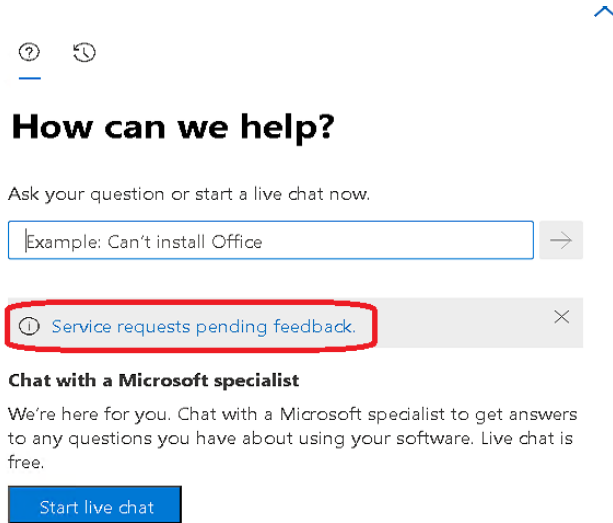
"Next we're going to have you select the question mark in the upper-right, next to your initials."



4. Tell customer to select the link marked "Service requests pending feedback."

Say:

"Thank you very much. You'll notice a link that says, 'Service requests pending feedback.' Let's select the link so we can complete the ticket closure."



5. Explain briefly to the customer how to complete the survey.

Say:

"This survey will ask you two simple questions: 1. Did we resolve your issue today? [Summarize what steps you completed with the customer] and 2. How you would rate my performance: 1 star being poor; 5 stars being great. Afterwards, any verbatim or additional feedback you wish to share is sent to my manager as part of my personal performance reviews. Once you click Submit, it will close the ticket on your end. I will then close it on my end. Then you will receive a notification in your inbox."

6. Inform customer you are going to leave the session.

Say:

"I'm going to end our session so you can have your privacy back. Thank you for calling Microsoft and I hope you have a great day."