

# IT Customer Satisfaction Assessment

Dear [Customer's Name],

We hope this message finds you well. As part of our commitment to providing exceptional IT services, we are conducting a customer satisfaction assessment.

Your feedback is invaluable to us and will help us improve our services. We would greatly appreciate it if you could take a few minutes to complete the attached survey.

Please share your thoughts on the following:

- Your overall satisfaction with our IT services
- Response time for IT support requests
- Quality of resolutions provided
- Communication and follow-up from our IT team

Your responses will be kept confidential and will only be used for the purpose of enhancing our services.

Thank you for your time and feedback!

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]