# **Was our Representative Successful?**

## Email Content: **Was our representative able to solve the problem?**

Header media element: **Image**

Header title: **Was our Representative Successful?**

Description: **Please indicate yes or no below.**

Question element: **Yes/No Question**

Footer media element: **Image & Text**

## Slide 1: **We're sorry to hear that! Could you answer one more short question to help us improve?**

Description: **My problem wasn't solved because...**

Question element: **Survey List**

Options: **The representative didn't know how to solve it.**

**The issue was transferred to a Senior Representative and I'm**

**still waiting for a solution.**

**It's a bug and I was not offered a temporary solution.**

**Turns out the system does not support this feature.**

## Finish Slide 1: **Great, happy to hear that!**

Media element: **Image**

Description: **Thank you for your feedback.**

## Finish Slide 2: **Thank you for your feedback!**

Media element: **Image**

Description: **A member of our team will be in contact with you shortly.**