



## CLIENT FEEDBACK: Kathryn Crissman

Your feedback is valuable to eScribe to ensure it can continue to identify and improve all aspects of our service to you and new clients and is very much appreciated.

### 1. Before

What made you choose eScribe's services above someone else's?

- Referral  Availability (out of hours & weekends)
- Price  Trial of new service
- Fast turnaround
- If other, please specify:

### 2. During

Having already engaged our services, how would you rate the following?

1 being the lowest to 5 being excellent	1	2	3	4	5
Quality and Presentation of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Turnaround	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge and expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Quality of customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Value added to your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emails and phone calls returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Low      Fair      Competitive      High

### 3. Now

a. What do you think makes eScribe's services unique?

Great client service.

b. If you have used a similar service, how do we compare?

Most transcription services understand their client's need for flexibility and fast turnarounds. But eScribe has been especially easy to work with given our varying expected and actual workloads. We have appreciated eScribe's professionalism and straightforward manner - no hidden surprises.

c. Do you have any special transcription needs that we do not currently offer?

Not at this time.

d. Overall, how would you rate your service?

1 being the lowest to 5 being excellent

1       2       3       4       5

e. Will you recommend eScribe's services to others?

Yes       No

f. How do you think we can improve our service?

Thus far, we couldn't ask for anything more.

g. If a colleague asked you about eScribe, in a nutshell, what would you say?

They get the job done with friendly, efficient, reliable, accurate service.

h. Would you allow us to use these comments as a testimonial?

Yes       No