

# Exchange Network Help Desk

## Satisfaction

OMB: 2090-0019; Expires: 8/31/2009

Please answer the survey questions below about your experience with the Exchange Network Help Desk. Your response will help us improve our services to better meet your needs. This survey has 6 questions and should take approximately 3 minutes.

### 1. What led you to call or email the Exchange Network Help Desk today?

### 2. Please rate how satisfied you are with the customer service you received and how satisfied you are with how the issue was resolved.

Very Dissatisfied    Dissatisfied    Somewhat Dissatisfied    Somewhat Satisfied    Satisfied    Very Satisfied    N/A



Customer Service

      

Issue Resolution

      

### 3. Are there specific factors that contributed to your satisfaction with the Help Desk today?

**4. If your issue was not completely resolved to your satisfaction, please explain what could be done better to serve you.**

**5. May we contact you?**

No.

Yes. (please provide email address below)

**6. Did you also report this problem to the Issue Tracker program on Exchangenetwork.net?**

Yes.

No.

**Thank you for taking the Exchange Network New User Survey. If you have questions about the survey, please email [exchangenetwork@epa.gov](mailto:exchangenetwork@epa.gov).**

**EPA ICR#1711.05**

**Burden Statement: Public reporting burden for this collection of information is estimated to average 3-5 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460-0001.**

**Done >>**

