

# EDFacts PSC Customer Service Survey

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CRDC | EASIE Team Site | EDFactsN-1 | Site Actions

2020 Project Sites > EDFacts Partner Support Center Customer Service Survey [Pilot Version] > Respond to this Survey

## EDFacts Partner Support Center Customer Service Survey [Pilot Version]: Respond to this Survey

\* indicates a required field

**What is the Partner Support Center ticket number associated with this service experience (6 digit number)? \***

**Please rate your level of agreement with the following aspects of your PSC service experience for this particular ticket: \***

	Low 1	2	Average 3	4	High 5
PSC analyst was courteous and professional to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PSC analyst understood my issue accurately and completely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initial response to my request was timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolution to my request was timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I was completely satisfied with the PSC service on this ticket	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Did the first resolution provided by the PSC answer your request? \***

Yes  
 No

**Please comment on any aspects of the service that PSC could improve:**

**Please comment on any aspects of service that PSC performed particularly well:**

Internet | Protected Mode: On | 100%