

**Verify Help Desk Questions:**

**The Verify help desk recently completed a ticket for you. Please rate how satisfied you are with the service you received.**

1. How Satisfied are you with :

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Quality of telephone support?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of E-mail support?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the help desk support staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of the help desk support staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and follow-up on problems resolution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability of help desk to diagnose your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability of help desk to solve your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time required to resolve your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Name (optional):

3. Company Name (optional):

4. For which industry was this help request for?

Drop down list will show:

- Motorcycle/ATV
- Heavy-duty highway engine
- Light-duty vehicle
- Nonroad compression-ignition or spark-ignition engine (large, small, or marine)

- Nonroad evaporative components
  - Locomotive
5. What compliance information was this help request for?  
Drop down list will show:
- Confirmatory test data
  - Certification data
  - Fuel Economy data
  - In-Use data
  - Compliance documents
  - Manufacturer information
6. Comment/Feedback

**Burden Statement:** Public reporting burden for this collection of information is estimated to average two (2) minutes per response, including the time for reviewing instructions 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 Director, OEI Collection Strategies Division, United States Environmental Protection Agency (Mail Code 2822T), 1200 Pennsylvania Avenue, Washington, DC 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number (1711.12) and the OMB control number (2090-0019) in any correspondence.