

NASA Enterprise Service Desk
Customer Satisfaction Survey

SERVICE REQUEST SURVEY



The ESD values your feedback, and will be reviewing every response.

The following feedback is regarding Service Request #ticketnum , ticketdesc , submitted on submitdate submitterinfo

Please note that this survey screen will time out after 30 minutes of inactivity.

Was the service you ordered delivered to you complete and accurate?

Yes No

Required

Please rate your overall satisfaction for the service provided considering accuracy, completeness, consistency, effectiveness, timeliness, and professionalism.

Excellent Very Good Good Fair Poor

Were you able to initially connect with someone regarding your request in a timely manner?

Yes No N/A

Were you able to obtain accurate information regarding the status of your request?

Yes No N/A

Were you contacted prior to someone arriving to provide support for your request?

Yes No N/A

Was your request fulfilled in a timely manner?

Yes No N/A

Are you satisfied with the cost of the product received?



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Please provide any additional information that you would like to share. What are we doing right? What are we doing wrong? What can we do to help improve your customer experience?

Paperwork Reduction Act Statement: *This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 2700-0153 and expires on 07/31/2017. We estimate that it will take 4 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate to: nssc-esd-communications@mail.nasa.gov*