

# The Customer Interaction Center (CIC) Customer Survey

The Customer Interaction Center (CIC) would like your feedback on your experience to better monitor customer satisfaction levels.

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301-975-3312

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**\*1. What is your Helpdesk ticket number? (Please enter the last 6 digits)**

**\*2. Please select the Representative who assisted you.**

If Other, please specify representatives name.

**3. Based on your overall experience, please let us know how satisfied you are with the service the Customer Interaction Center provided. This includes the timeliness and quality of the service provided, and also the courtesy and the technical skills/knowledge of the CIC analyst.**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

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### 4. Additional feedback:

**5. If you were dissatisfied with your experience and would like a Business Systems Division (BSD) Manager to contact you, please provide your name and phone number. A Manager will contact you in the next 3-5 business days.**