

# 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.

NOTE: This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB Control Number. Public reporting burden for this collection is estimated to be one (1) minute per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate, or any other aspects of this collection of information, including suggestions for reducing this burden, to the National Institute of Standards and Technology, ATTN: Robert Poling  
301-975-3312

OMB Control No. 0693-0031  
Expiration Date 3/31/2015

## \*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. How satisfied are you with:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
The courtesy of the Analyst?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The technical skill/knowledge of the analyst?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of the service provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the service provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall service experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Feedback (optional):

## The Customer Interaction Center (CIC) Customer Survey

**4. 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.**