

NASA Enterprise Service Desk Customer  
Satisfaction Survey

*Incident Management*



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

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

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

**1. Is your issue resolved?**

Yes  No

**\*Required\***

Questions 2-4 pertain to your experience with the ESD Call Agent who may have helped you. Please skip questions 2-4 if your issue was resolved without the assistance of an ESD Call Agent.

**2. The ESD Call Agent who assisted me was knowledgeable**

Strongly Agree  Agree  Disagree  Strongly Disagree

**3. The support provided by the ESD Call Agent was timely**

Strongly Agree  Agree  Disagree  Strongly Disagree

**4. I am satisfied with the overall service I received from the ESD Call Agent**

Strongly Agree  Agree  Disagree  Strongly Disagree

Questions 5-7 pertain to your experience with the IT Technician who may have helped you. Please skip questions 5-7 if your issue was resolved by the ESD Call Agent.

**5. How do you rate the knowledge of the IT Technician who assisted you?**

Excellent  Very Good  Good  Fair  Poor



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**Questions 5-7 pertain to your experience with the IT Technician who may have helped you. Please skip questions 5-7 if your issue was resolved by the ESD Call Agent.**

**5. How do you rate the knowledge of the IT Technician who assisted you?**

Excellent  Very Good  Good  Fair  Poor

**6. How do you rate the timeliness of the support provided by the IT Technician?**

Excellent  Very Good  Good  Fair  Poor

**7. How do you rate the overall support you received from the IT Technician?**

Excellent  Very Good  Good  Fair  Poor

**8. In an effort to improve our service would you like to be contacted by our representative?**

No, do not contact me  Yes, please contact me

**9. Please provide any additional information that you would like to share. What are we doing right? What are we doing wrong? What should we be doing to improve our service?**

***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](mailto:nssc-esd-communications@mail.nasa.gov)