

Customer Satisfaction Survey

NSSC Customer Contact Center (CCC)

NASA CCC New call assessment

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

The following feedback is regarding Ticket CALL1054949, test, submitted on 2018-04-27 00:25:07 by PAUL RYDEEN

Please note that this survey screen will time out after 15 minutes of inactivity.

CALL1054949

* 1. Is your issue resolved?

- Yes
- No

6. In an effort to improve our service, we would like to contact you concerning any "disagree" or "strongly disagree" responses you provided. Would you like to be contacted by an NSSC representative?

- No, do not contact me
- Yes, please contact me

7. Please leave any additional feedback below

Submit Cancel

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 07/31/2018. 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

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* 1. Is your issue resolved?
 Yes
 No

Please explain

6. In an effort to improve our service, we would like to contact you concerning any "disagree" or "strongly disagree" responses you provided. Would you like to be contacted by an NSSC representative?
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CALL1054949

* 1. Is your issue resolved?

- Yes
- No

2. The NSSC person who assisted me was knowledgeable

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

3. The service provided by NSSC was timely

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

4. My request was resolved to my satisfaction

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

5. I am satisfied with the overall service I received from the NSSC

Strongly Agree

Agree

Disagree

Strongly Disagree

4. My request was resolved to my satisfaction

Strongly Agree

Agree

Disagree

Strongly Disagree

5. I am satisfied with the overall service I received from the NSSC

Strongly Agree

Agree

Disagree

Strongly Disagree

6. In an effort to improve our service, we would like to contact you concerning any "disagree" or "strongly disagree" responses you provided. Would you like to be contacted by an NSSC representative?

No, do not contact me

Yes, please contact me

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