

Email sent to the customer:

Hello Rachel,

You have received this email because you recently utilized the IT Assistance Center (iTAC) service. The iTAC team would like to know how your experience was in order to help improve service quality or highlight positive areas iTAC should continue.

With only 5 questions, we encourage and appreciate your participation.

Once submitted, your feedback is included in reports provided to iTAC management. A follow-on phone call from the iTAC Team Leader, Rachel Glenn, may take place to further discuss your experience. Thank you.

Please Note:

1. Only low-impact, non-sensitive information should be included in your comments. Avoid including IP addresses, home phone numbers, etc.

2. This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB Control #0693-0031 and Expiration Date 05/31/2018). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to a 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 2 minutes 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 aspect of this collection of information, including suggestions for reducing this burden, to the National Institute of Standards and Technology, Attn: Rachel Glenn, 301-975-2906.

Ticket # 123456 closed on 4/10/2018

[Take Survey Now](#)

The actual survey



Hello Rachel,

NIST has asked [HDI](#), an independent industry association, to randomly select closed incidents to better monitor customer satisfaction levels.

Ticket #: 123456

Ticket Closed: 4/10/2018

Analyst:

	 Very Dissatisfied				 Very Satisfied	N/A
How satisfied are you with:						
The courtesy of the analyst?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> N/A
The technical skills/knowledge of the analyst?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> N/A
The timeliness of the service provided?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> N/A
The quality of the service provided?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> N/A
The overall service experience?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	

Additional feedback [0 / 4000]

If you have further questions/issues, you may contact [iTAC](#) directly at 301-975-5375 or 303-497-5375, option 2.

(Select N/A if this survey does not pertain to your experience.)