

## Email sent to the customer:



Hello Steph M,

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

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

Once submitted, your feedback is included in reports provided to CIC management. A follow-on phone call from the CIC Leader, Stephanie Maynard, 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.

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OMB Control #0693-0031  
Expiration Date 06/30/2021

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0031. Without this approval, we could not conduct the NIST Generic Request for Customer Service-Related data collections/NIST IT Assistance Center (ITAC) Customer Satisfaction measurement survey/information collection. Public reporting for this information collection is estimated to be approximately 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 information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the National Institute of Standards and Technology (NIST) at: 100 Bureau Drive, MS182, Gaithersburg, MD 20899, Attn: Alice Cody, [alice.cody@nist.gov](mailto:alice.cody@nist.gov).

**Ticket #** RITM0535286 closed on 6/14/2021  
**Analyst:** Chris

[Take Survey Now](#)

## The actual survey



English (US) ▾

Hello Steph M,

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

Ticket #: RITM0535286  
Ticket Closed: 6/14/2021  
Analyst: Chris

How satisfied are you with:	Very Dissatisfied				Very Satisfied	N/A
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 [CIC](#) directly at 301-975-5375 or 303-497-5375, option 1.

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