



AFN Now Service Desk Questionnaire

Inbox x



**Ivanti Service Desk** <ivanti@afn-now.vsecorp.com>  
to me

From: [ivanti@afn-now.vsecorp.com](mailto:ivanti@afn-now.vsecorp.com)  
To: [amyroversit@gmail.com](mailto:amyroversit@gmail.com)  
CC:  
BCC:  
Subject: AFN Now Service Desk Questionnaire

Hi Karyssa Keithley,

Thank you for registering for the AFN Now application. We hope you have been enjoying the content provided. Please take a moment to assist us by watching a specific program and completing the Video Playback Quality Questionnaire.

Instructions:

Please play (ASSET) from beginning to end.

During playback, please complete the following and note how the app responds:

1. Stop the video, exit to the AFN Now app's main menu, and then return to the video
2. Turn on closed captioning during the video
3. Advance the video using the timeline bar at the bottom of the screen

When you have finished the video, please complete the questionnaire by clicking the link below.

[Click here to complete the Video Playback Quality Questionnaire](#)

Thank you,

AFN Now Service Desk Team

**AFN|NOW SATISFACTION SURVEY**

OMB CONTROL NUMBER: 0704-0553  
OMB EXPIRATION DATE: XX/XX/XXXX  
RCS: DD-PA-XXXX

**AGENCY DISCLOSURE NOTICE**

The public reporting burden for this collection of information, OMB 0704-0553, is estimated to average five minutes per survey 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 the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

**PURPOSE:** To collect end-user feedback on the AFN|now application registration process, platform content, application functionality, and service desk experience.

## AFN Now Service Desk Support Survey

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Please let us know how we're doing by completing this brief survey.

Start survey

## AFN Now Service Desk Support Survey

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1.1 How did you contact the AFN Now Service Desk? \*

- Self Service Portal
- Telephone

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## AFN Now Service Desk Support Survey

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2.1 Did you receive notifications concerning your request via email? \*

- Yes
- No

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## AFN Now Service Desk Support Survey

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3.1 How would you rate the professionalism of our support team? \*

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Next Reset

## AFN Now Service Desk Support Survey

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4.1 How would you rate our team's ability to solve the problem? \*

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Next Reset

## AFN Now Service Desk Support Survey

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5.1 Was your issue resolved in a timely manner? \*

- Yes
- No

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## AFN Now Service Desk Support Survey

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6.1 What could we do in the future to provide better support?

Submit Reset

## AFN Now Service Desk Support Survey

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Thank you for completing the survey. Please contact the AFN Now Service Desk if you need assistance.