

CWRP Help Desk Survey

[Username]:

Your support ticket [####] has been resolved. Can you let us know how we did? Please take 1 minute to answer the questions below.

1. How satisfied are you with the support provided by the CWRP Help Desk? (Select One)

- a. Good, I'm satisfied [thumbs up icon will show]
- b. Bad, I'm unsatisfied [thumbs down icon will show]

[If option a is chosen, user will skip to question 3]

2. What is the main reason you are unsatisfied?

- a. The issue took too long to resolve.
- b. The issue was not resolved.
- c. The Help Desk staff's attitude was unsatisfactory.
- d. The Help Desk staff's knowledge was unsatisfactory.
- e. Other: [text field provided for open-ended response]

3. Please provide additional comments about your experience with the Help Desk.

We appreciate your feedback to continually improve our customer service.

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