HR Systems Support Customer Satisfaction Survey (CX)





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Page 1: Your HRSS Experience



Please help us make your HR Systems Support experience better by completing this quick survey. This survey should take less than 5 minutes to complete, and all responses are anonymous.

OMB#: 0925-0648 ExpDate: 06/30/2024



Public reporting burden for this collection of information is estimated to average 5 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. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda MD 20892-7974, ATTN: PRA (0925-0648). Do not return this completed form to this address.

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OHR Websites or SharePoint		
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• O WiTS		
 Other - Write In (Required) Please enter an 'enter a	other' value for this selection	
	other value for this selection.	
2. Who helped you with your issue to		
	oday? *This question is required.	4
2. Who helped you with your issue to		1
2. Who helped you with your issue to• O Amanda/Mandy C.	oday? *This question is required.	4
2. Who helped you with your issue to• O Amanda/Mandy C.• O Amber P.	oday? *This question is required.	1
 2. Who helped you with your issue to • O Amanda/Mandy C. • O Amber P. • O Bruce D. 	oday? *This question is required.	1
 2. Who helped you with your issue to • Amanda/Mandy C. • Amber P. • Bruce D. • Christine J. 	oday? *This question is required.	1
 2. Who helped you with your issue to Amanda/Mandy C. Amber P. Bruce D. Christine J. Danielle S. David M. 	oday? *This question is required.	1
 2. Who helped you with your issue to Amanda/Mandy C. Amber P. Bruce D. Christine J. Danielle S. David M. Greg D. 	oday? *This question is required.	1
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• O Jennifer S.	
• O Karen P.	
• C Kim R.	
• O Naz N. (NN)	
• O Nick E.	
• O Randi F.	
• O Tom H.	
• O Wayne D.	
Other - Write In (Required) Please enter an 'other' value for this selection.	
O Not Sure	
3. Did our customer representative assist with resolving your issue? *This question is	•
	+
required.	¥ 2
• ○ Y es	×
• O No	
∤ This question has display logic View Conditions ▼	
×	4
4. We're sorry your issue did not get resolved. Please tell us more about what happened. *This question is	42
required.	×
5. How would you rate your customer experience (CX) representative in the following	
categories? *This question is required.	4.
Categorico. Triis question is required.	•

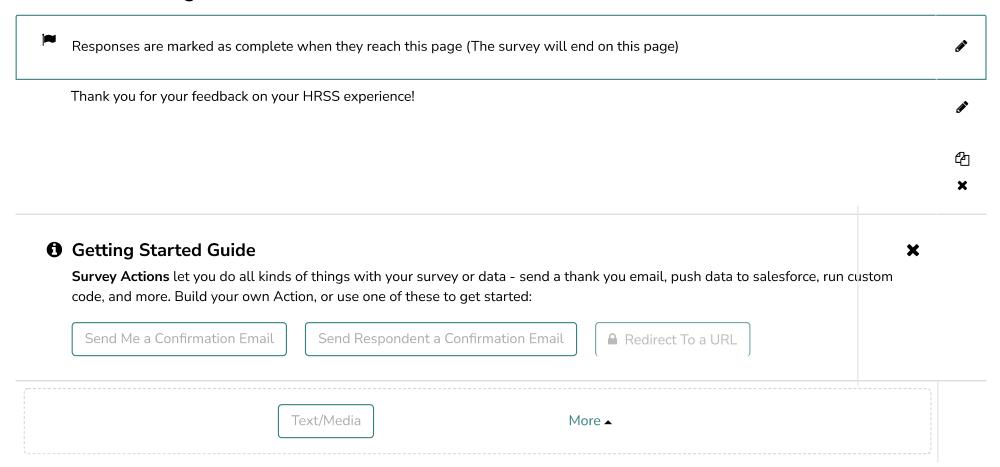
to Excellent (5)

O 5 out of 5 stars for Empathy towards the issue you were experiencing: Poor (1)

Space Cell	Poor (1) to Excellent (5)	
	O Reset star selection	
	\bigcirc 1 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)	
Timeliness of resolving your issue	\bigcirc 2 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)	
	\bigcirc 3 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)	
	\bigcirc 4 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)	
	\bigcirc 5 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)	
	O Reset star selection	
	\bigcirc 1 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)	
Conciseness of the resolution provided	\bigcirc 2 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)	
	\bigcirc 3 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)	
	\bigcirc 4 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)	
	\bigcirc 5 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)	
6. Is there anything else you would like Help Desk?	e to share with us about your experience on the HR Systems Support	₽
		æ ×
Question	on More •	



Thank You Page: Thank You!



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Show 2 pages at a time ▼