# **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)
2. Good, I’m satisfied [thumbs up icon will show]
3. Bad, I’m unsatisfied [thumbs down icon will show]

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

1. What is the main reason you are unsatisfied?
2. The issue took too long to resolve.
3. The issue was not resolved.
4. The Help Desk staff’s attitude was unsatisfactory.
5. The Help Desk staff’s knowledge was unsatisfactory.
6. Other: [text field provided for open-ended response]
7. 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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