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DSIMB Helpdesk Survey Questions

ICIS Survey Questions		Answer Format
Thank you for calling or emailing the ICIS Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the ICIS Helpdesk has 4 questions and should take approximately 2-5 minutes of your time. Note: we are not asking about your satisfaction with ICIS, only your interaction with the helpdesk . The * denotes a question that must be completed to submit.		
1	Please rate your overall satisfaction using the ICIS Helpdesk. *	Rating Scale: 1-5 (1: not satisfied, very satisfied)
2	Please explain why you gave that rating.	Short Answer (optional)
3	Please rate how useful you find the information on the ServiceNow ICIS Support portal.	Rating Scale: 1-5 (1: not useful, very useful)
4	Please explain why you rated the ICIS Support portal that way. If you have not visited the ICIS Support portal, we recommend exploring it.	Short Answer (optional)

NPDES e-Reporting Survey Questions		Answer Format
Thank you for calling or emailing the NPDES e-Reporting Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the NPDES e-Reporting Helpdesk has 4 questions and should take approximately 2- 5 minutes of your time. Note: we are not asking about your satisfaction with NeT or NetDMR, only your interaction with the helpdesk . The * denotes a question that must be completed to submit.		
1	Please rate your overall satisfaction using the NPDES e-Reporting Helpdesk. *	Rating Scale: 1-5 (1: not satisfied, very satisfied)
2	Please explain why you gave that rating.	Short Answer (optional)
3	Please rate how useful you find the information on the ServiceNow NeT or NetDMR Support portals.	Rating Scale: 1-5 (1: not useful, very useful)
4	Please explain why you rated the NeT or NetDMR Support portals that way. If you have not visited the NeT or NetDMR Support portals, we recommend	Short Answer (optional)

	exploring them.	
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