# **Customer Satisfaction Survey**

We want to know what you think! Please provide feedback on your experience and help us improve our service.

**On a scale of 1 - 5 (1 = low, 5 = high) please rate the following.**

**Please use NA for any question that is not applicable.**

\_\_\_\_**The availability of help desk staff/ability to reach them in a timely manner?**

\_\_\_\_**The speed in which your question or incident was resolved?**

\_\_\_\_**The timeliness of updates regarding the status of your issue?**

\_\_\_\_**The quality of service you received?**

\_\_\_\_**The friendliness of the analyst(s) that assisted you?**

\_\_\_\_**The overall service you received?**

**Do you have any extra comments, suggestions, or concerns?**

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**If you would like to be contacted again by a manager, please provide an email or phone number. (Optional)**

**Email** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Phone number** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_