**Notification 1: New Survey Assignment**

**Trigger: CSAT Survey created & assigned to user**

**SUBJECT: Your Feedback Matters: ServiceNow [Ticket#] Customer Satisfaction Survey!**

SNR or Atomic Story: Requestor

EPIC: Unique Requestor(s) from associated stories

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| --- | --- | --- | --- |
| |  |  | | --- | --- | | Portal Logo  **CSAT Survey** |  | | |
| **Action Required**  Hello <<Survey Assignee>>,  We value your feedback and would appreciate your input on the recent ServiceNow request delivered by our team. Please take a few minutes to complete this survey by <Due Date>.  Your feedback is crucial to us and will help us in improving our customer experience and delivery. Thank you for your time and insights.  Thank you,  CCS ServiceNow Team   |  |  | | --- | --- | | **Action** |  | | Complete Survey |  | | |  |  | | --- | --- | | **Request Information** | | | **Number** | | $(ticket link) | | | **Short Description** | | ${short\_description} | | | **Requestor** | | $(requester) | | | **State** | | ${state} | | | **Application** | | ${Application impacted} | | | **Resources** | | Redirect to CCS ServiceNow Team email distro | | | Contact | |  | | |
|  | |
| This notification may contain links to private information. This is a system generated email. Responses are not monitored. | |

**Notification 2: Reminder #1**

**Trigger: CSAT Survey State != Complete or Cancelled & 7 days before survey due date**

**Subject: Reminder: ServiceNow [Ticket#] Customer Satisfaction Survey!**

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| |  |  | | --- | --- | | Portal Logo  **CSAT Survey** |  | | |
| **Action Required**  Hello <<Survey Assignee>>,  We recently sent you a survey to share your experience with the recent ServiceNow request delivery. By clicking on the action below you'll be directed to a very brief survey. This survey will close on <Due Date>.  Your feedback is incredibly important to us and will help us to improve our customer experience and delivery. Thank you for your time and insights.  Thank you,  CCS ServiceNow Team   |  |  | | --- | --- | | **Action** |  | | Complete Survey |  | | |  |  | | --- | --- | | **Request Information** | | | **Number** | | $(ticket link) | | | **Short Description** | | ${short\_description} | | | **Requestor** | | $(requester) | | | **State** | | ${state} | | | **Application** | | ${Application impacted} | | | **Resources** | | Redirect to CCS ServiceNow Team email distro | | | Contact | |  | | |
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| This notification may contain links to private information. This is a system generated email. Responses are not monitored. | |

**Notification 3: Final Reminder**

**Trigger: CSAT Survey State != Complete or Cancelled & same day as survey due date**

**Subject: Final Reminder: ServiceNow [Ticket#] Customer Satisfaction Survey!**

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| |  |  | | --- | --- | | Portal Logo  **CSAT Survey** |  | | |
| **Action Required**  Hello <<Survey Assignee>>,  We recently sent you a survey to share your experience with the recent ServiceNow request delivery. Your feedback is invaluable towards improving our customer experience and delivery. This survey will close at the end of today.  Please take a moment today to tell us about your experience by completing the brief survey below.  Thank you,  CCS ServiceNow Team   |  |  | | --- | --- | | **Action** |  | | Complete Survey |  | | |  |  | | --- | --- | | **Request Information** | | | **Number** | | $(ticket link) | | | **Short Description** | | ${short\_description} | | | **Requestor** | | $(requester) | | | **State** | | ${state} | | | **Application** | | ${Application impacted} | | | **Due Date** | | ${Due Date} | | | **Resources** | | Redirect to CCS ServiceNow Team email distro | | | Contact | |  | | |
|  | |