



Email requesting user to complete the survey following resolution of an Incident:

Wed 25/04/2018 21:41

 Global Service Desk <hqussd@unhcr.org>
880189 : How did we do? We would love to hear your thoughts!

To  ME

We invite you to complete a 2 minutes survey to help us in our continuous effort to improve our service at GSD. Your opinion, evaluation and suggestions are very important for us!

Please click here: <https://gsd.unhcr.org/LDSDSurvey/default.aspx?key=c0fd9af5-1cbe-443c-a817-7ac572062999>

Thank you in advance for providing your feedback. We appreciate your time taken to benefit our work.

(You received this email because you recently contacted GSD. Request reference title is "Request for MS-Access")

Web based survey

Customer Satisfaction Survey

If you had called on 8888 for help, how satisfied were you with the language, tone and understanding of your problem?

☒ N/A ☐ Very Dissatisfied ☐ Dissatisfied ☐ Satisfied ☐ Very Satisfied


If you had logged an incident through email, how satisfied were you with the way that your issue was resolved?


☒ N/A ☐ Very Dissatisfied ☐ Dissatisfied ☐ Satisfied ☐ Very Satisfied

Comments:

Email following completion of the survey

Wed 07/02/2018 08:51

 Global Service Desk
Thank you for completing our survey.

To  ME

Thank you for completing our survey recently. Your thoughts are very important to us and will help us to improve our service in the future.