Survey

Applies To: SharePoint Online
Application Type: NITRO Help Desk

Description

A survey is a method of collecting information and feedback from customers regarding services provided and getting suggestions on how it can be further improved.

In our application, we are conducting survey on closure of the Ticket by sending a mail to the requester. Requester can fill Satisfied or Not Satisfied in the survey form according to their experience. They can also provide additional comments in the freeform box to provide feedback.

Admins can add additional questions including questions with a rating scale if required.

Survey feature is available in NITRO Help Desk applications. This feature is configured using NITRO Workflows and can be customized if needed.

Instructions for Survey

1. When a Ticket is Resolved by Assigned Staff or Assigned Team, a notification mail is sent to Requester along with Satisfied or Not Satisfied survey form.

We believe your Ticket has been resolved to your satisfaction. Please help us to improve our services by providing your valuable feedback.

[Satisfied](#) or [Not Satisfied](#)

Kind Regards,

Gopi K

IT Support

↩ Reply   ↪ Forward

2. Requester can fill overall satisfaction as 'Satisfied' or 'Not Satisfied' in the survey form according to their experience. Requestor can also provide scoring for the questions related to the services provided. There is a freeform box at the bottom in which Requester can provide additional comments and feedback. Survey form will look like below:

Employee Portal

Save   ✕ Cancel

Default

Title*	Survey: [CaseId: 61] - Hardware Problem Digital Camera
Related Ticket	Hardware Problem Digital Camera

Satisfied?
- ◯ Satisfied
- ◉ Not Satisfied

Rate your service request experience

	Not Satisfied				Satisfied
	1	2	3	4	5
My issue resolved in a timely manner	◯	◯	◯	◯	◯
The service desk staff was helpful and knowledgeble	◯	◯	◯	◯	◯
The information provided was sufficient	◯	◯	◯	◯	◯
My overall experience was satisfactory	◯	◯	◯	◯	◯

Additional Comments

[   ]

Save   Cancel