

Invite email sent to NSCS call center customers

6/9/25, 10:52 AM

GSA.gov Mail - Was your GSA Case resolved to your satisfaction?



Carey Deforest - QCDBA <carey.deforest@gsa.gov>

Was your GSA Case resolved to your satisfaction?

1 message

GSA Case Survey <surveys@research.gsa.gov>
Reply-To: GSA Case Survey <noreply@qemailserver.com>
To: 03311022 03311022 <carey.deforest@gsa.gov>

Mon, Jun 9, 2025 at 10:52 AM

Was your Case resolved to your satisfaction?

[Yes](#) [No](#)

Thank you for your recent inquiry. If you have additional questions concerning this issue or follow-up questions please contact our National Customer Service Center at 1-800-488-3111 and reference the following case number.

Case Information

Case Number: 03311022
Date Created: 2025-06-09T15:51:55.000+0000
Date Closed: 2025-06-09T15:52:07.000+0000
Subject: Test Case for 2025 PRA Case Closure Survey

Resolution Description: Test Case

Re-Resolution Description: null

Please do not Reply to this email.

Screen #1 - Provided to respondents who were **not satisfied** with call center's resolution



Q1. Your satisfaction is very important to us. We apologize your case was not resolved to your satisfaction. Please tell us about your recent experience in the space below. We will respond to you as soon as possible.

[Click here to see the full Paperwork Reduction Act statement for Form Approved OMB# 3090-0297](#)

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Screen #2 - Provided to respondents who **were satisfied** with call center's resolution



Thank you for providing further feedback. Your response will be attached to your original inquiry for further resolution and training purposes.

Q1. How satisfied are you with the time it took to resolve your case?

- ☐ Extremely satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Extremely dissatisfied

Q2. How satisfied are you with your overall GSA Customer Service experience?

- ☐ Extremely satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Extremely dissatisfied


https://feedback.gsa.gov/jfe/form/SV_9NweiUyljOGZZIx?satisfiedflag=Yes&id=500SJ00000b9TNFYA2&contactid=0033000001rvnBzAAI

1/2

6/9/25, 10:54 AM

NCSC Survey

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Screen #3 - Provided to respondents who **were satisfied** with call center's resolution



Q3. Please share your experiences, recommendations or comments to help us improve the GSA Customer Service program.

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