EITS Customer Satisfaction Survey

EITS is launching its customer satisfaction survey on November 6th. After a request has been resolved, there is a chance that you may receive an additional email asking for feedback on our service. This is a new effort for EITS, and we’ve provided some information and a quick walkthrough of the process below:

**About the Survey:**

- The survey invitation will come from **EITS Survey**.
- The email address will be **notify@teammixapp.com**. (this email is not monitored).
- You will not receive a survey for every ticket you submit.
- EITS may reach out to you for additional information based on your feedback but only if you select yes on the last question of the survey.
- If you have any questions, please reach out to the EITS Help Desk!

**How it Works:**

1) You will receive an invitation, via email, requesting that you fill out our survey. It should look like the below screenshot:

   ![Survey Invitation Screenshot](image1)

2) If you decided to give us your feedback (thank you!) then you will be presented with this page:

   ![Survey Questionnaire Screenshot](image2)

3) After completing the survey, you will be presented with the page below:

   ![Survey Completion Screenshot](image3)
4) If you have already taken the survey, or completed one for the month, you will receive the page below: