



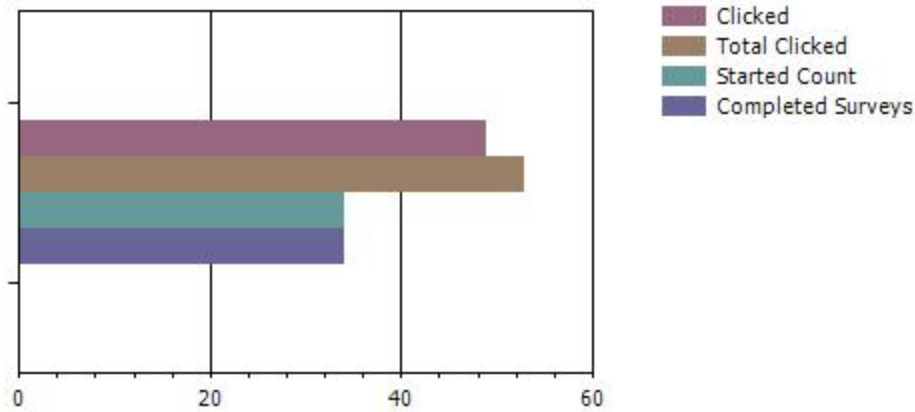
Invitation Message Details

Report Date: 02/06/2012 07:18 AM

Name: IIA Q1FY2012 Survey

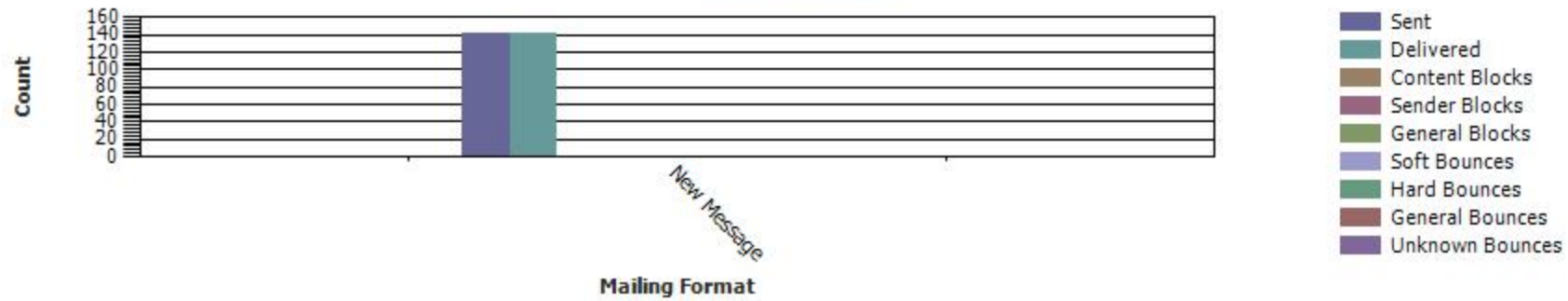
Survey Link Activity

Survey Link Activity



Delivery Analysis

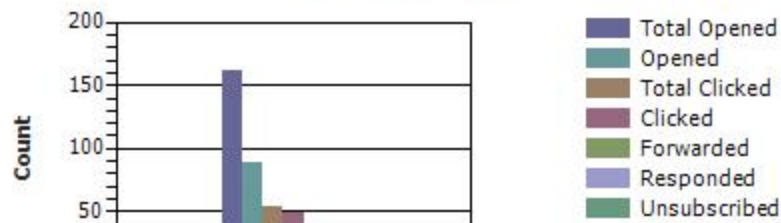
Delivery Analysis

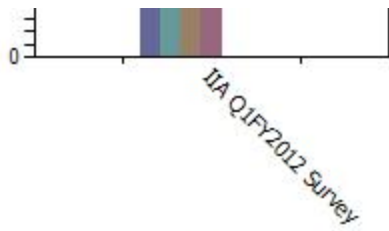


| Name | Sent | Delivered | % | Content Blocks | % | Sender Blocks | % | General Blocks | % | Soft Bounces | % | Hard Bounces | % | General Bounces | % | Unknown Bounces | % |
|-------|------|-----------|-----|----------------|----|---------------|----|----------------|----|--------------|----|--------------|----|-----------------|----|-----------------|----|
| New | 142 | 142 | 100 | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 142 | 142 | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | |

Invitation Message Response Analysis

Response Analysis





Mailing

| Category | Total Opened | Opened | % | Total Clicked | Clicked | % | Forwarded | % | Responded | % | Unsubscribed | % |
|--------------|--------------|-----------|--------|---------------|-----------|--------|-----------|-------|-----------|-------|--------------|-------|
| HTML | 162 | 89 | 62.7 % | 53 | 49 | 34.5 % | 0 | 0.0 % | 0 | 0.0 % | 0 | 0.0 % |
| Total | 162 | 89 | | 53 | 49 | | 0 | | 0 | | 0 | |



Interagency Helpdesk Customer Satisfaction Survey

Response # Responses

IIA - Software Used: Please check the software that you have used or called about. (check all that apply)

| | |
|--------------|-----------|
| ROSS | 9 |
| DMS | 3 |
| I-Suite | 9 |
| VIPR/eAuth | 7 |
| ABS | 8 |
| ICBS | 8 |
| Total | 44 |
| Total | 44 |

IIA - Connected in Timely Manner_v2: I was connected to a Helpdesk technician in a timely manner.

| | |
|-------------------|-----------|
| Strongly Agree | 10 |
| Agree | 21 |
| Neutral | 2 |
| Disagree | 1 |
| Strongly Disagree | 0 |
| Not Applicable | 0 |
| Total | 34 |
| Total | 34 |

IIA - Professional and Courteous: The Helpdesk technician was courteous and professional.

| | |
|-------------------|-----------|
| Strongly Agree | 20 |
| Agree | 11 |
| Neutral | 2 |
| Disagree | 0 |
| Strongly Disagree | 0 |
| Total | 33 |
| Total | 33 |

IIA - Answer in Timely Manner: The Helpdesk answered my question in a timely manner.

| | |
|-------------------|----|
| Strongly Agree | 13 |
| Agree | 16 |
| Neutral | 3 |
| Disagree | 2 |
| Strongly Disagree | 0 |

| | |
|---|-----------|
| Not Applicable | 0 |
| Total | 34 |
| Total | 34 |
| IIA - Solution Provided Answered Question: The solution provided by the Helpdesk answered my question or fixed my problem. | |
| Strongly Agree | 11 |
| Agree | 17 |
| Neutral | 3 |
| Disagree | 1 |
| Strongly Disagree | 1 |
| Not Applicable | 0 |
| Total | 33 |
| Total | 33 |
| IIA - Followed Up as Needed: If required, the Helpdesk followed up with me to be sure my problem was resolved. | |
| Strongly Agree | 7 |
| Agree | 17 |
| Neutral | 4 |
| Disagree | 1 |
| Strongly Disagree | 0 |
| Not Applicable | 5 |
| Total | 34 |
| Total | 34 |
| IIA - Simple to Contact the Helpdesk: It was simple and convenient to contact the Helpdesk. | |
| Strongly Agree | 10 |
| Agree | 21 |
| Neutral | 2 |
| Disagree | 1 |
| Strongly Disagree | 0 |
| Not Applicable | 0 |
| Total | 34 |
| Total | 34 |
| IIA - Website helpful: I found the Helpdesk website to be helpful and informative. (www.interagencyhelpdesk.com) | |
| Strongly Agree | 7 |
| Agree | 12 |
| Neutral | 5 |
| Disagree | 2 |
| Strongly Disagree | 1 |
| Not Applicable | 6 |
| Total | 33 |
| Total | 33 |
| IIA - Application Home Pages Helpful: I found the home page for the application(s) to be helpful and informative. | |
| Strongly Agree | 3 |
| Agree | 12 |
| Neutral | 8 |
| Disagree | 4 |
| Strongly Disagree | 1 |
| I have not visited the home pages for the applications. | 5 |
| Total | 33 |
| Total | 33 |
| IIA - Contact IIA Again: I will contact the Helpdesk in the future, if needed. | |
| Yes | 34 |

| | |
|----|---|
| No | 0 |
|----|---|

| | |
|--------------|-----------|
| Total | 34 |
|--------------|-----------|

| | |
|--------------|-----------|
| Total | 34 |
|--------------|-----------|

IIA - Experience Outstanding: Overall, my Helpdesk experience was outstanding.

| | |
|----------------|----|
| Strongly Agree | 10 |
|----------------|----|

| | |
|-------|----|
| Agree | 14 |
|-------|----|

| | |
|---------|---|
| Neutral | 9 |
|---------|---|

| | |
|----------|---|
| Disagree | 1 |
|----------|---|

| | |
|-------------------|---|
| Strongly Disagree | 0 |
|-------------------|---|

| | |
|--------------|-----------|
| Total | 34 |
|--------------|-----------|

| | |
|--------------|-----------|
| Total | 34 |
|--------------|-----------|

IIA - Comments: Please enter any further comments below.

Great service-individual was professional and courteous

Hats off to the folks at the Help Desk. It was nice not to be put on hold or wait for long periods. The people on the Desk are more than eager to help and are very courteous. It's good to see that professionalism and courtesy still live! Thanks again.

I contacted the new helpdesk several times regarding WIMS. Each time, the technician has to take a msg to give to the next "tier" (which is simply the former WIMS helpdesk that I used to be able to contact directly). Then I need to wait for the next tier to call me back, to get the problem actually addressed. It seems like the middleman is extraneous, and having to use the roundabout method is frustrating and just delays the issue. I either have to cancel my field plans for the day to wait for a callback, or else go into the field where I receive a phonecall but can't sit at the computer to address the problem with the next-tier helper. Definitely not as productive for the end user as it used to be. However, I should point out that the middleman relayed my message well, both times.

I will contact the Interagency Helpdesk in the future only because I have no choice. (If given a choice, I would contact the appropriate servicer directly, like we used to.)

P.S. The assistance I needed was for WIMS. I checkmarked "ICBS" in survey-question #1 because WIMS isn't listed as an answer.

I did not call the help desk. I ASSUME this was done by a member of our Type 3 Team, and since I am the IC, this message was sent to me. Not sure. I was therefore unable to answer your questions.

I had a unique question that took a few days to figure out. But eventually was resolved. Everyone that dealt with my question was courteous.

I think I called to get my Famweb/209 password reset. I'm not familiar with the acronyms in question 1 so I just checked the last box to be able to submit the survey.

My application question was on AFF and its tempermental compatability with windows 7 machines. The solution I was given was really not a solution to the problem. That is we are now forced to use AFF for googleearth on those machines that have windows 7 and won't run regular webtracker 1.3 or 1.4.

Outstanding Job by all. Thank you

Thank you, I could not do my job without the help desk...

The first level technicians usually don't have the experience to help immediately. They have to call someone else. This can take time and when working in an Initial Attack Situation where life and property are threatened this is not acceptable. Help Desk needs to have more experienced Techs so they aren't just reading from a script. At least during fire season. Most of the time I can't wait for next level to call back, so I search for a solution myself or turn to colleagues that I know have the knowledge to help me out. In essence this is just bypassing the help desk.

The last time I used the system was for a FAMWEB/209 issue. The person at the help desk quickly took care of the problem and went above and beyond expectations.

The program was IQCS.

Unfortunately, my issue was with Windows 7 and NPS administrator rights so there really was no solution to my problem. However, the Helpdesk worked very hard to figure this out in a timely manner.

| | |
|--------------|-----------|
| Total | 13 |
|--------------|-----------|

| | |
|--------------|-----------|
| Total | 13 |
|--------------|-----------|