



National Finance Center Customer Notification

NFC BSM ServiceNow Customer Survey – October 29, 2018

October 29, 2018

Dear Customer:

The National Finance Center (NFC) Business Service Management (BSM) ServiceNow Customer Surveys will be available starting Monday, October 29, 2018.

When an NFC representative completes or resolves your ticket, users will now receive two notification emails. The first will be the notification of the representative's action and the second will include a hyperlink that will take the user to the customer survey. As part of the survey, there is the option to request contact from management.

If the user believes that the ticket has not been completed/resolved, they will need to log in to NFC BSM ServiceNow and dispute the ticket. Those without access to NFC BSM ServiceNow who wish to dispute a ticket can either call into the respective help desk to have the representative put the ticket in a disputed status, or request the disputed status in the Additional Comments field of the survey.

All questions should be submitted to the NFC Operations and Security Center (OSC) at 1-800-767-9641, emailed to osc.etix@usda.gov, NFC's Contact Center at 1-855-632-4468, or via NFC BSM ServiceNow Customer Service Portal (CSP).