

Survey Scripts

Sample Scenario

Caller reaches IVR (interactive voice response) and listens to main menu. Caller selects option 3 to speak with a Customer Service Representative's (CSR). If call has been flagged for a survey caller hears:

“This call will be recorded for quality purposes. Please stay on the line at the end of your call as you have been selected for a short, anonymous, 90-second survey.”

Caller gets routed to a CSR. CSR provides caller with necessary information and ends the call. When CSR terminates call, caller hears:

“Thank you for calling the FHA Resource Center. Your feedback is very valuable to us. Please press 1 if you are willing to participate in a short, 4-question survey.”

If caller does not press 1 or presses any other key than 1, the caller hears:

“Thank you for calling the FHA Resource Center. Goodbye.”

If the caller presses 1 they will hear:

“Responding to this survey is voluntary. HUD obtained approval to conduct this survey from the Office of Management and Budget under control number 2535-0116. That authority expires on xx/xx/xxxx. HUD may not collect this information, and you are not required to respond, after that expiration date.”

“Question number 1: How would you rate the Customer Service Representative's responsiveness to your requests or questions?”

Press 1 for 'unsatisfactory.'

Press 2 for 'satisfactory.'

Press 3 for 'good.'

Press 4 for 'outstanding'

Question number 2: How would you rate the Customer Service Representative's ability to provide you with answers that met your needs?

Press 1 for 'unsatisfactory.'

Press 2 for 'satisfactory.'

Press 3 for 'good.'

Press 4 for 'outstanding.'

Question number 3: How would you rate the Customer Service Representative's knowledge about HUD Single Family housing and services?

Press 1 for 'unsatisfactory.'

Press 2 for 'satisfactory.'

Press 3 for 'good.'

Press 4 for 'outstanding.'

Question number 4: How would you rate the overall service that you received today?

Press 1 for 'unsatisfactory.'

Press 2 for 'satisfactory.'

Press 3 for 'good.'

Press 4 for 'outstanding.'

Thank you for participating in our survey. We appreciate your feedback. Goodbye."