

Customer Satisfaction Survey

Questions & Opening/Closing Scripts

Survey for calls terminating in the IVR

Before you hang up, could you please answer 3 short questions to help us improve our service to you? It will take less than two minutes of your time and is completely confidential and anonymous.

- 1.) First, we'd like to know what you think of the recorded information we provide.
 - a.) If we had the topic you were looking for and it answered your question, press 1.
 - b.) If we had the topic but it didn't answer your question, press 2.
 - c.) If we didn't have the topic you were looking for, press 3.

- 2.) Second, would you call us again to obtain government information?
 - a.) If yes, press 1.
 - b.) If no, press 2.

- 3.) Finally, how did you hear about our service? We're going to give 6 choices. If it was from:
 - a.) The phone book or directory assistance, press 1.
 - b.) Referral by another government agency, press 2.
 - c.) Television ad, press 3.
 - d.) Magazine or newspaper ad, press 4.
 - e.) Internet web site, press 5.
 - f.) and for all others, press 6.

To repeat the choices, press *.

This concludes our survey. If you would like to leave us any other comments, please press #.
Thank you for taking the time to help us. Good-bye.

Survey for callers answered by agents.

Before you hang up, could you please answer 4 short questions to help us improve our service to you? It will take less than two minutes of your time and is completely confidential and anonymous.

- 1.) Do you believe the agent answered your question or provided the information or referral you needed?
 - a.) If Yes, press 1.
 - b.) If No, press 2.

- 2.) Next, how would you rate the agent, in terms of courteous and professional service? If you received:
 - a.) Excellent service, press 1.
 - b.) Average service, press 2.
 - c.) Poor service, press 3.

- 3.) Now, would you call us again to obtain government information?
 - a.) If yes, press 1.
 - c.) If no, press 2.

- 4.) Finally, how did you hear about our service? We're going to give you 6 choices. If it was from the:
 - a.) Phone book or directory assistance, press 1.
 - b.) Referral by another government agency, press 2
 - c.) Television ad, press 3.
 - d.) Magazine or newspaper ad, press 4.
 - e.) Internet web site, press 5.
 - f.) and for all others, press 6.

To repeat the choices, press *.

This concludes our survey. If you would like to leave us any other comments, please press #.
Thank you for taking the time to help us. Good-bye.