

Customer Questionnaire Customer Service Center (CSC)

When the QA Monitor contacts the customer, he would use the following script:

Good morning/afternoon, my name is _____. I'm calling from the US Small Business Administration Disaster Assistance Customer Service Center. I understand that you recently contacted our office regarding your disaster loan request. Do you have 5 minutes to answer a few questions regarding your call experience? Your responses are voluntary; however, your responses would help us evaluate whether we are meeting the needs of the public. You also do not have to respond if this survey is not approved by the U.S. Office of Management and Budget (OMB). The OMB approval # of this survey is 3245____, it expires on ____.

If No:

Thank you anyway, and please don't hesitate to call us again if you have any questions or concerns. Goodbye. (Wait for the customer to hang up)

If Yes:

Thank you. We have just 6 questions, so we shouldn't keep you long... (Pause for a second and then ask the first question).

	Answer Weight	Answer Type
1. Was your call answered promptly?	4.0	Y/N
2. Was the agent courteous?	6.0	Y/N
3. Did the agent display concern for your situation?	5.0	Y/N
4. Did the agent answer your question(s) and/or resolve your concerns?	6.0	Y/N
<i>On a scale of 1 to 5, with 1 being the lowest level and 5 being the highest level possible...</i>		
5. Did the agent appear to be knowledgeable about the subject matter?	1.0 – 5.0	1-5 Scale
6. How would you rate your experience with the Customer Service Center?	2.0 - 10.0	1-5 Scale
<i>One open ended question giving our customer an opportunity to provide comments:</i>		
7. Is there anything further I can help you with? (If the answer is positive the QA monitor will assist the customer)	Not rated	N/A

Upon completion of the questionnaire:

Thank you, and please don't hesitate to call us again if you have any questions or concerns. Goodbye. (Wait for the customer to hang up)