

## DRIS 2010 Interactive Voice Response (IVR) System Customer Satisfaction Survey Questions

	<b>IVR Prompt</b>
Introduction	The Census Bureau is conducting a Customer Satisfaction Survey about the help line you just used. This survey is voluntary and your answers to seven short questions will help us improve our system.
Question 1	On a scale of one to five how well was the Census representative you spoke with able to resolve your request? Enter a number on your telephone keypad from one to five where one means the representative was not able to resolve your request at all and five means the representative completely resolved your request.
Question 2	How courteous was the representative you spoke with today? Enter a number from one to five on your telephone keypad where one means that the representative was not courteous at all and five means the representative was very courteous.
Question 3	On a scale of one to five how efficient was the automated system in getting you the information you were calling about? Enter a number on your telephone keypad from one to five where one means the automated system was not efficient at all and five means the automated system was very efficient.
Question 4	Next question. How easy to follow were the words and phrases used by the automated system? Enter a number on your telephone keypad from one to five where one means the words and phrases were not easy to follow at all and five means the words and phrases were very easy to follow.
Question 5	All right. How useful was the information you received through the automated system? Enter a number on your telephone keypad from one to five where one means the information was not useful at all and five means the information was very useful.
Question 6	How much will the information you received today help you participate in Census 2010? Enter a number on your telephone keypad from one to five where one means the information won't be helpful at all and five means the information will be very helpful.
Question 7	Just one more question. How satisfied are you with your call today to the Census 2010 help line? Enter a number on your telephone keypad from one to five where one means you are very dissatisfied and five means you are very satisfied.

IVR only: Questions 3 – 7

IVR & TQA: Questions 1 – 7

**Note:** Data is being captured via an automated interactive voice response (IVR) system.