

Customer Satisfaction Performance Measure –Telephone Survey

1. Do you feel your call to the TSA Contact Center (TCC) was answered in a timely manner?
2. Was the length of time you waited on the telephone (much longer than expected, longer than expected, about what was expected, shorter than expected, had no expectation)?
3. Did the TCC agent properly greet and identify himself/herself?
4. Was the TCC agent professional, courteous and friendly?
5. What was your reason for calling the TCC (general question, complaint, security vulnerability)?
6. Did the TCC agent understand your reason for calling?
7. Was the TCC agent knowledgeable of TSA policies and procedures?
8. Did the TCC agent provide resolution to your question?
9. How satisfied are you with the information provided by the agent regarding your call?
10. How would you rate the thoroughness of the information provided?
11. Was this your first inquiry with the TCC?
12. Was your interaction with the TCC, which is the subject to this survey, successfully completed?
13. How satisfied are you with your overall experience with the TCC?
14. How would you rate the ease of contacting the TCC?
15. Do you feel the response you received from the TCC was accurate?
16. Did you feel the response you received from the TCC was helpful?
17. If your issue involved the Customer Support Manager (CSM) at the airport, how satisfied were you with the response from the CSM?
18. If your issue involved the customer support manager at the airport, how satisfied were you with the timeliness with which you were contacted by CSM?
19. What do you feel is the best way to get questions answered?
 - a. Website, b. phone, c. e-mail, d. mobile app