

## **DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SATISFACTION SURVEYS**

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**TITLE OF INFORMATION COLLECTION:** Social Security Administration (SSA) Field Office Network Enterprise (FONE) Satisfaction Survey

**SSA SUB-NUMBER:**

**DESCRIPTION OF ACTIVITY** *(give purpose of activity, provide specific information; i.e., date(s) of survey, number of focus groups, locations, etc.):*

### **Background**

SSA annually surveys individuals who do business with us to assess their satisfaction with the specific mode of contact they used. As part of this effort, we plan to conduct the SSA FONE satisfaction survey via automation, where we interview members of the public who called SSA's FONE to conduct their business.

At the beginning of each call, the caller will determine their specific need, whether it is agent service or automated service. Before callers are directed to the requested service, they will be offered the survey. At the end of the call, consenting participants will be automatically transferred to the survey.

We designed the survey to:

1. collect information that will assist us in understanding the caller's experience and
2. determine how well SSA's FONE service is performing.

### **Description of Survey**

The SSA FONE satisfaction survey will cover a variety of questions related to SSA's FONE service, such as the following:

- The nature of the caller's business and the type of benefits involved;
- Satisfaction with the time spent on hold waiting to speak to an representative;
- Callers' satisfaction with how quickly they were served at a Field Office (FO);
- Callers' ease of getting the automated system to understand the type of service needed;
- Callers' satisfaction with representative service -- their courtesy, job knowledge, helpfulness, and clarity of explanations and

- The caller’s rating of the FO telephone service overall.

The survey will allow individual callers to provide immediate feedback on their experience with SSA’s FOs.

**USE OF SURVEY RESULTS:**

SSA will use the information from caller experience to adjust our existing self-service applications on the FONE, help find efficiencies in routing calls to contact representatives, and overall improve various aspects of our FONE service.

**BURDEN HOUR COMPUTATION** (*Number of responses (X) estimated response time (/60) = annual burden hours*):

Number of Responses: 2,070,000  
 Estimated Response Time: 5 minutes  
 Annual Burden Hours: 172,500 hours

**NAME OF CONTACT PERSON:** Debbie Larwood

**TELEPHONE NUMBER:** 410-966-6135

**Quantitative Surveys:**

**A. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Provide, in tabular form, data on 1) the number of entities in the universe covered by the collection, 2) the corresponding sample for the universe as a whole, and 3) each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If you have conducted the collection previously, include the actual response rate achieved during the last collection.**

The sample universe is approximately 69 million callers that SSA’s FONE receives each year.

	N (approximate)
Number of Entities in the Universe	69,000,000
Sample	2,070,000
Strata	Not applicable

The expected response rate is 3 percent, the typical for this type of survey.

**B. Describe the procedures for the collection of information:**

Avaya Government Solutions is a SSA approved contractor. AGS currently provides the enterprise VoIP (Voice over Internet Protocol) telephone solution for approximately 1,270 SSA field offices nationwide. AGS will provide an interactive voice response survey platform that will allow SSA to administer, collect, aggregate, and analyze customer service processes and

performance of both representative-led telephone interactions and actions in the automated telephone applications as well.

We will administer the survey via automation. At the end of the call, we will immediately transfer all consenting participants to the survey; all other callers will hang up.

**C. Describe methods to maximize response rates and to deal with the issues of non-response.**

To maximize the response rate for this survey, SSA will:

- provide an English and Spanish language version of the survey; and
- immediately transfer the participant to the survey.

**D. Describe any tests of procedures or methods to be undertaken. When possible, OMB encourages testing of procedures as an effective means of refining collections of information to minimize burden and improve utility. However, this is not always necessary.**

Prior to deployment of the survey, SSA plans to conduct user acceptance testing to determine if any revisions are necessary. A small sample of SSA employees will test the survey.

**E. Provide the name and telephone number of individuals you consulted on statistical aspects of the design. If you are using a contractor who will actually collect and/or analyze the data, provide their name as well.**

Consulted on statistical aspects of the design:

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