*Customer Satisfaction Survey for National Contact Center telephone customers*

*Questions & Opening/Closing Scripts*

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions. The Office of Management and Budget control number for this collection is 3090-0278. We estimate that it will take 2 minutes to complete. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), IC 3090-0278, 1800 F St, NW, Washington, DC 20405.

*Survey variation for callers answered by agents.*

Before you hang up, could you please answer 4 short questions to help us improve our service to you?

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 6 choices. If it was from:

a.) USA.gov, press 1.

b.) The Internet, press 2.

c.) Referred by a government agency, press 3.

d.) The paper phone book, press 4.

e.) Directory Assistance, 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.