

*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.