

Customer Questionnaire Customer Service Center (CSC)

When the QA Monitor contacts the customer, he would use the following script:

Good morning/afternoon, my name is _____. I'm calling from the US Small Business Administration Disaster Assistance Customer Service Center. Our records show that someone from this number recently contacted our office. Would that person be available to participate in a short customer satisfaction survey regarding the service they received on the phone? Your responses are voluntary; however, your responses would help us evaluate whether we are meeting the needs of the public. You also do not have to respond if this survey is not approved by the U.S. Office of Management and Budget (OMB). The OMB approval # of this survey is 3245-0370, it expires on xx/xx/xxxx.

If No:

Thank you anyway, and please don't hesitate to call us again if you have any questions or concerns. Goodbye. (Wait for the customer to hang up)

If Yes:

Thank you. We have just 8 questions, so we shouldn't keep you long... (Pause for a second and then ask the first question).

	Answer Weight	Answer Type
1. Was your call answered promptly?	1.0	Y/N
<i>Using a scale of 1 - 5, with 5 being the highest, please rate the agent in the following areas:</i>		
2. Courtesy and Professionalism?	1.0	1-5
3. Concern for your situation?	1.0	1-5
4. Ability to answer your questions to your satisfaction?	1.0	1-5
5. Knowledge of the subject matter?	1.0	1-5
6. Based on the call you made yesterday, please rate your overall experience.	1.0	1-5
<i>One open ended question giving our customer an opportunity to provide comments:</i>		
7. Based on your experience with the SBA, do you have any suggestions for making the process easier?	Not rated	N/A
8. Is there anything else I can assist you with? (If necessary, the Survey administrator will assist the customer)		