

2010 DFAS Interactive Voice Response (IVR) Customer Satisfaction Survey

DFAS Customers have the option of participating in the IVR survey after their interaction with DFAS Customer Service Representatives.

1. How easy rate your overall experience with our Customer Contact Center?
 - Very Satisfied
 - Satisfied
 - Dissatisfied
 - Very Dissatisfied

2. The Customer Service Representative's courtesy in assisting you was?
 - Excellent
 - Good
 - Fair
 - Poor

3. The Customer Service Representative's professionalism in assisting you was?
 - Excellent
 - Good
 - Fair
 - Poor

4. The accuracy of the information provided by the Customer Service Representative was?
 - Excellent
 - Good
 - Fair
 - Poor

5. Was your question referred to another organization for action?
 - Yes
 - No

Thank you for taking the DFAS Indianapolis customer service survey. Goodbye.