

## **Business USA IVR Survey – Audio Messages**

*There are two ways in which a caller can participate in the survey. The first is called the IVR survey. Callers that find the information they are looking for in the recorded information and who do not need agent assistance, take the IVR survey. This is done by pressing the star key. The second is the IVR/Agent survey. If a caller is selected for the survey and at any point presses the prompt for agent assistance they will take the IVR/Agent survey. Those that call after business hours are only offered the IVR survey.*

***The Business USA Survey will be introduced to callers prior to the main menu. The following message will be played during business hours:***

Message                      B USA IVR/Agent Survey (Open - Business Hours)

You have reached the Business USA menu options and have been selected to take a short survey about your call experience. There are only four questions. If you complete your call by listening to our recorded messages, press the star key to participate in the survey.

***This is the message callers hear when calling after business hours.***

Message                      B USA IVR Survey (Closed – After Business Hours)

You have been selected to take a short survey about your Business USA call experience. There are only three questions. After you finish listening to messages in our recorded library, press the star key to start the survey.

***After being told they have been selected for a survey, if the caller presses “0” at any time while in the Business USA IVR the following message will play.***

Message                      B USA IVR/Agent Survey Extend to Agent

Please hold while we transfer your call. If you would like to participate in our survey, please stay on the line after speaking with the information specialist. Your call will be automatically directed to our survey. This call may be monitored or recorded for quality purposes.

***This message is played before asking the first question in the survey and following are the questions.***

Message                      B USA Survey Greeting

Thank you for participating in our survey. Your responses are completely confidential and anonymous.

Message                      B USA Survey Question 1 ***(IVR and IVR/Agent)***

On a scale of one to five, one being excellent and five being unacceptable, how would you rate your overall call experience?

If your experience was excellent, press 1.

If it was good, press 2.

If it was just OK, press 3.

For poor, press 4.

If it was unacceptable, press 5.

To repeat the answer choices, press 8.

Message                      B USA Survey Question 2 ***(IVR and IVR/Agent)***

Were we able to help you find or get the information you needed today? Please, press one for yes or two for no. To repeat the answer choices, press 8.

Message                      B USA Survey Question 3 (***IVR and IVR/Agent***)

Finally, how did you find our telephone number?

If you found the number on the Business USA website, press 1.

If you got the number from your phone book or Directory Assistance, press 2.

If a federal, state or local government agency gave you our number, press 3.

If you found the number in an advertisement, press 4.

If our number came up in an internet search engine, press 5.

If you found the number by any other means, press 6.

To repeat the answer choices, press 8.

Message                      B USA Survey Question 4 (***IVR/Agent***)

Was the information specialist that assisted you courteous, professional, and knowledgeable? Press one for yes and two for no. To repeat the answer options, press 8.

***The same closing is used for each survey.***

Message                      B USA Survey Closing

Thank you for participating in our survey. Your answers are very important to us and help to improve the quality and content of the information that we provide. When you need information about business, we hope that you will call us again by dialing 1-800-FED INFO or visit our website business dot USA dot gov. Thank you.