

## VISN 1 Call Center Customer Satisfaction Survey

### TELEPHONE SCRIPT

**Aims:**

- ✓ Improve customer service
- ✓ Standardization to promote efficiency
- ✓ Improve performance to exceed standards

SCRIPT: <b>Call Center Customer Satisfaction Survey</b>	ACTION
<p>Good morning/afternoon, this is (<b>YOUR NAME</b>) from the VA (Site Name) Patient Call Center.</p> <p>We are reaching out to our customers for feedback on the service our Patient Call Center is currently providing so that we can make improvements?</p> <p>Would you be willing to answer a few questions, the survey should take no more than 4 minutes to complete?</p>	<p><b>Randomly choose a caller from the current week's call logs.</b></p> <p><b>Check-off the reason for the call on the survey.</b></p> <p><b>Check-off the day of week the patient called.</b></p> <p><b>Verify full name of the person being surveyed.</b></p>

## VISN 1 Call Centers Customer Satisfaction Survey

“Estimated Burden of time” 4 minutes

Surveyor to answer the following pre-survey questions (a & b):

**a. What was the reason for the call?**

Pharmacy	Scheduling	General Admin	Clinical	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**b. What day of week did the patient call?**

Monday	Tuesday	Wednesday	Thursday	Friday
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of satisfaction using a scale from 1 to 5, (1=very dissatisfied, 5=very satisfied)

	SCORE
1. How satisfied were you with the ease of navigating the telephone menu?	
2. How satisfied were you with the courtesy of the representative?	
3. How satisfied were you with the knowledge of the representative?	
4. How satisfied were you with the length of your wait?	
5. Overall how satisfied were you with the call center service?	
6. Was your question or concern resolved during your call?	Yes / No
7. Is there anything you can think of to improve our service? <b>Comments:</b>	

