

Customer Satisfaction Survey: Vaccine Order Management Contact Center

Form Approved

OMB No: 0920-1026

Exp. Date: 07/31/2017

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CDC's National Center for Immunization and Respiratory Diseases (NCIRD) has issued this customer satisfaction survey of the Vaccine Order Management Contact Center (referred to hereafter as the Contact Center) to measure your satisfaction with the service and support provided by the Contact Center Customer Service Representatives.

We appreciate your feedback and request that each awardee organization submit one response on behalf of all awardee office staff members who use the Contact Center, based on your communication with the Contact Center over the past year. Your responses will help us better understand what you need so we can continue to enhance services and support available to you through the Contact Center.

We suggest that you schedule a brief meeting with staff members who use the Contact Center so you can work together to compile answers for submission. To facilitate a group discussion with all staff members in your office who use the Contact Center, we are including a PDF version of the data collection instrument for your reference. Once your office has decided the answers to all questions, please complete and submit the survey online using the Survey Monkey link. We ask that you submit your responses no later than 5 p.m. ET on Friday, September 26, 2014.

If you have any questions about this survey, please contact Julie Orta, Public Health Analyst, at JOrta@cdc.gov or 404-639-8217.

Thank you for your participation.

1. The responses we have received from the Contact Center in the past year show that the Customer Service Representatives:

- ☐ Clearly understood our needs
- ☐ Somewhat understood our needs
- ☐ Did not understand our needs very well
- ☐ Did not understand our needs at all
- ☐ N/A

2. Please explain your response to the question above.

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3. Responses from the Contact Center have been thorough and clearly communicated to us.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

4. Please explain your response to the question above.

5. Customer Service Representatives at the Contact Center have provided accurate information to solve the issue(s) we raise.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

6. Please explain your response to the question above.

7. In general, when we have received advice on an issue from the Contact Center, we have needed to re-open the issue or send follow-up questions:

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Almost always

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8. Please explain your response to the question above.

9. Customer Service Representatives at the Contact Center have been very knowledgeable about VTrckS and have been up-to-date with current changes to the VTrckS system.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

10. Please explain your response to the question above.

11. Customer Service Representatives have provided us with regular status updates when we have had less-routine issues requiring time to get resolved.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

12. Please explain your response to the question above.

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13. Customer Service Representatives have treated us in a professional manner.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

14. Please explain your response to the question above.

15. Customer Service Representatives have responded to our requests for assistance in a timely manner.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

16. Please explain your response to the question above.

17. We have received the same level of service from every Customer Service Representative.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

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18. Please explain your response to the question above.

19. If you have ever participated in Live Meeting session(s) with the Contact Center and members of the CDC Technical Team, how helpful have those sessions been to help in the use of the VTrckS system?

- ☐ Very Helpful
- ☐ Helpful
- ☐ Neither Helpful nor Not Helpful
- ☐ Not Helpful
- ☐ Not Helpful at all
- ☐ N/A

20. In general, how do you prefer to communicate with the Contact Center?

- ☐ Email
- ☐ Telephone
- ☐ Depends on the nature of the inquiry
- ☐ No preference
- ☐ N/A

21. Please explain why you prefer to reach out to the Contact Center the way you answered above.

22. Have you worked with certain Customer Service Representative(s) who you feel is/are particularly helpful?

- ☐ Yes
- ☐ No
- ☐ N/A

23. If you answered "Yes," could you please share the Customer Service Representative (s)'s name(s)?

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24. In summary, how satisfied have you been with the information provided by Contact Center Customer Service Representatives when they have answered your questions?

- ☐ Very satisfied
- ☐ More satisfied than dissatisfied
- ☐ More dissatisfied than satisfied
- ☐ Very dissatisfied
- ☐ N/A

25. Please explain your response to the question above.

26. Please share any additional information/comments about your experience with the Contact Center.