

## DOI OST Call Center Survey

8.30.2016

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### Invite Prompt

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Would you be willing to take a brief customer satisfaction survey after your call? If you would like to participate press "1" now and you will be routed to the survey after your call with the representative. Otherwise, press "2" to continue. **[Programming Note: 3 second pause before coding caller as "2" and connecting to agent] [Survey phone number: (866) 259-8133]**

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### Introduction

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Thank you for taking our brief customer satisfaction survey. This survey will only take a few minutes and is authorized under Office of Management and Budget Control Number 1090-0007, which expires May 31<sup>st</sup>, 2018. Your participation in the survey is voluntary.

At any time during this survey press \* to repeat a question.

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### Purpose of call

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1. Using the numbers on your telephone keypad please press the number that best describes the purpose of your call to us today.
  1. Press "1" for "Check account balance"
  2. Press "3" for "Request disbursement or check disbursement status"
  3. Press "2" for "Make an update to your account"
  4. Press "4" for "Seek assistance with Land Buy Back Program"
  5. Press "5" for "Receive information about your Trust Assets"
  6. Press "6" for "Other"
2. How many times in total have you contacted the Office of the Special Trustee for American Indians - Trust Beneficiary Call Center for this particular reason before it was resolved?
  1. Press "1" for "My inquiry has not been resolved"
  2. Press "2" for "Once – my issue was resolved during today's call"
  3. Press "3" for "2 times"
  4. Press "4" for "3 times"
  5. Press "5" for "4 times or more"

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### Call Center

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3. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "Poor" and "9" means "Excellent," please rate the amount of time you had to wait to speak to a customer service representative. Press \* to repeat this question.
4. Please rate the ease of reaching the call center staff. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
5. Please rate the convenience of the call center hours. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.

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### Customer Service Representative

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The following questions are about the customer service representative who helped you today.

6. Please rate the courteousness of the customer service representative. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
7. Please rate the communication skills of the customer service representative. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
8. Please rate the customer service representative's ability to understand and help with your situation. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
9. Please rate the knowledge of the customer service representative. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
10. Please rate the accuracy of the information the customer service representative provided you today. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.

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### **Total Call Time**

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11. Please rate the total amount of time it took to reach resolution on your call today. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.

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### **ACSI Benchmark Questions**

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12. Using a scale where "1" means "very dissatisfied" and "9" means "very satisfied," please rate your overall satisfaction with the service you received. Press \* to repeat this question.
13. Using a scale where "1" means "falls short of expectations" and "9" means "exceeds expectations," please rate how well the service you received today met your expectations. Press \* to repeat this question.
14. Now, imagine an ideal customer service experience. How well did your experience today compare with that ideal customer service experience? "1" means "not very close to the ideal," and "9", means "very close to the ideal." Press \* to repeat this question.

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### **Outcomes**

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15. Using a scale where "1" means "not at all likely" and "9" means "very likely," please rate your likelihood to recommend the Trust Beneficiary Call Center to others. Press \* to repeat this question.
16. Using a scale where "1" means "not at all reliable" and "9" means "very reliable," overall how reliable has Trust Beneficiary Call Center been in your experience? Press \* to repeat this question.
17. Now, using a scale where "1" means "not at all confident" and "9" means "very confident," how confident are you that the Trust Beneficiary Call Center will be able to meet your needs in the future? Press \* to repeat this question.

Thank you for taking the OST Trust Beneficiary Call Center Customer Satisfaction Survey. Your feedback is very important to us. Goodbye.