

Attachment A

WTC Health Program members/potential members

WTC Health Program Call Center Customer Satisfaction Survey: English

Was the agent who took your call courteous and professional? Please rate the agent from 1 to 5 using the following scale.

1. Not very Courteous
2. Somewhat Courteous and Professional
3. Undecided
4. Courteous and Professional
5. Very Courteous and Professional

Was the agent knowledgeable in the subject matter? Please rate the agent from 1 to 5 using the following scale.

1. Not Very Knowledgeable
2. Somewhat Knowledgeable
3. Undecided
4. Knowledgeable
5. Very Knowledgeable

How satisfied were you with the overall time it took to handle your request – from the time you dialed our number to the time the agent completed your call? Rate our timeliness from 1 to 5 using the following scale.

1. Not Very Satisfied
2. Somewhat Satisfied
3. Undecided
4. Satisfied
5. Very Satisfied

Overall, how satisfied are you with how your call was handled? Rate the experience from 1 to 5 using the following scale.

1. Not Very Satisfied
2. Somewhat Satisfied
3. Undecided
4. Satisfied
5. Very Satisfied