

Appendix 1B LiveHelp Demographic Questions and Sample Transcript

https://livehelp.cancer.gov/ci/documents/detail/L/AvUG-wr-D Calabrio ONE Page 1

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Suggested Sites Free Hotmail Suggested Sites Web Slice Gallery Calabrio ONEhttps Calabrio ONE WFM

NIH NATIONAL CANCER INSTITUTE

Form approved: OMB No. 0925-0208
Expiry Date: 12/31/2018

Public reporting burden: Public reporting burden for this collection of information is estimated to average 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0208)

Thank you for using the National Cancer Institute's LiveHelp Service. The following questions help us to evaluate our program and see whom we are serving. Your participation is optional and all your answers will be kept private to the extent provided by law. Thank you in advance for answering these questions and for using our service. For more information about the confidentiality of this survey, please [click here](#).

What is your age?
 Select to add age
 I do not want to answer this question

What is your Gender?
 Male
 Female
 I do not want to answer this question

Which of These Categories Best Describes You?
 Hispanic or Latino
 Not Hispanic or Latino
 I do not want to answer this question

Which of These Categories Best Describes You? You can select more than one.
 American Indian or Alaska Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 I do not want to answer this question

What is the Highest Level of Education You Have Completed?
 Grade school
 Some high school
 High school graduate
 Some college
 College graduate
 Post-graduate
 I do not want to answer this question

Is There a Place You Usually Go to When You are Sick or Need Advice About Your Health?
 Yes
 No
 Don't Know
 I do not want to answer this question

What Kind of Place Do You Go Most Often?
 A doctor's office
 A clinic, health center, or hospital clinic
 The emergency room, or
 Some other place
 No one place
 I do not want to answer this question

In the Last 12 Months, Did You Have Any Kind of Healthcare Coverage, Including Health Insurance, Prepaid Plans Such As HMOs or Government Plans Such as Medicare?
 Yes
 No
 Don't know
 I do not want to answer this question

Would You Say You Had This Coverage During All 12 Months or Less Than 12 Months?
 All 12 months
 Less than 12 months
 Don't know
 I do not want to answer this question

Which Type of Coverage Did You Have?
 Was it public, such as Medicare, Medicaid, or other government plans?
 Was it private, such as an HMO, Blue Cross, Kaiser, Aetna?
 Or, was it both public and private?
 Don't know
 I do not want to answer this question

Would You Say You Had This Coverage During All 12 Months or Less Than 12 Months?

- All 12 months
- Less than 12 months
- Don't know
- I do not want to answer this question

Which Type of Coverage Did You Have?

- Was it public, such as Medicare, Medicaid, or other government plans?
- Was it private, such as an HMO, Blue Cross, Kaiser, Aetna?
- Or, was it both public and private?
- Don't know
- I do not want to answer this question

What Was Your Total Household Income from All Sources Before Taxes Last Year? Just Stop Me When I Get to the Right Category

- Less than \$10,000
- \$10,000 to \$19,000
- \$20,000 to \$29,000
- \$30,000 to \$39,000
- \$40,000 to \$59,000
- \$60,000 to \$79,000
- \$80,000 or more
- Don't know
- I do not want to answer this question

Including Yourself, How Many People Living in Your Household are Supported by This Total Household Income?

- Select this option to enter the total
- Don't know
- I do not want to answer this question

Privacy to the Extent Provided by Law: The Cancer Information Service is a private, to the extent provided by law, program of the National Cancer Institute. We will not collect personal information about you unless you provide such information to us. If you identify yourself by sending an e-mail or ordering publications, we use this information to respond to your request and improve our customer service. Name and addresses of people ordering publications are kept in our publications fulfillment system for 3 months in order to follow up on orders, if necessary. They are then deleted from the system.

Preview

150224-000357 - National Cancer Institute - Oracle RightNow CX Cloud Service

Home

Save Save & Close New Copy Refresh Forward Print Propose Spell Check Links Info

Home Today's Inquiries 150224-000357

Home Items

- Notifications
- Answer Search
- Queues
- Contact Search
- Inquiry Search
- My Inquiries
- My Inbox (default)
- All Call Backs
- My Call Backs
- NCI Search Knowledgebase
- Today's Inquiries
- Training Reports
- Unresolved Emails
- Email SLA by Agent (2)
- Chats by Agent
- Current Email Workload per Agent
- Coding Report

Recent Items

- 150224-000357
- 150224-000384
- 150224-000413
- 150224-000433
- 150324-000339
- 150324-000352
- 150211-000101
- 150211-000154
- 150211-000248
- 150211-000262

Quick Search

Inquiry Quick Search

Reference #

Search Clear

Home Analytics

Reference # 150224-000357 Status* Completed Date Created 02/24/2015 01:36 PM

Point of Access LiveHelp Service Number [No Value] Due Date 03/02/2015 01:36 PM

Assigned Ian Baker Queue Cancer Chat Disposition [No Value]

Language English (US)

Details Messages Audit Log Notes

Contact Type Cancer patient - Treated Collect Demographics No Lead None

Contacts

- Cancer patient - Treated
- Cancer patient - Untreated
- Cancer patient - Treatment Unknown
- Spouse, Friend, Relative
- General Public
- F Organization
- Health Professional
- Scientist/Researcher
- Media
- Cigarette Smoker
- Other Tobacco User
- Relative/Friend of Tobacco User
- Student
- Government/Congressional
- Other/Unable to Ascertain
- Disconnect/Break-Off

View

Logged in as: Ilene Burstyn Editing 2 objects

150109-000315 - National Cancer Institute - Oracle RightNow CX Cloud Service

Home

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Home Today's Inquiries 150109-000315

Home Items

- Notifications
- Answer Search
- Queues
- Contact Search
- Inquiry Search
- My Inquiries
- My Inbox
- All Call Backs
- My Call Backs
- NCI Search Knowledgebase
- Today's Inquiries
- Training Reports
- Unresolved Emails
- Email SLA by Agent (2)
- Chats by Agent
- Current Email Workload per Agent
- Coding Report

Recent Items

- 150109-000315
- 150217-000263
- 150219-000251
- 150219-000388
- 150220-000020
- 150219-000131
- 150219-000438
- 150219-000461
- 150219-000060
- 150219-000027

Quick Search

Inquiry Quick Search

Reference #

Search Clear

Home

Answers

Analytics

Reference # 150109-000315 Status* Completed Date Created 01/09/2015 04:24 PM

Point of Access LiveHelp Service Number [No Value] Due Date 01/15/2015 04:24 PM

Assigned Chavie Cramer Queue Cancer Chat Disposition [No Value]

Language English (US)

Details Messages Audit Log Notes

Subject* Chat Session

Send On Save Add Search Knowledgebase Standard Text Options

Chat Transcript Chat Chavie Cramer, 01/09/2015 04:24 PM

[03:58:46 PM] Please wait. An agent is connecting.
 [03:58:58 PM] NCI Agent: Thank you for contacting the National Cancer Institute (NCI). How can I help you today?
 [04:00:30 PM] End-user: Hi, Can radiation therapy cause cancer to spread?
 [04:01:20 PM] NCI Agent: This is an understandable question. Let me look into our resources for you. In order to best tailor our information it may be helpful if you shared a little more about the situation leading you to ask this question.
 [04:02:02 PM] End-user: A friend of mine feels that they shouldn't receive radiation therapy treatment for their cancer because they feel it will cause the cancer to spread.
 [04:04:12 PM] NCI Agent: I see. Thank you for sharing this. It is a common concern. Our resources indicate that radiation therapy does not make cancer spread. In fact it is designed to kill cancer cells and has been shown to be an effective method of treatment. For general information about radiation therapy you may find it helpful to share the following resource with your friend:
 Radiation Therapy for Cancer
<http://www.cancer.gov/cancertopics/factsheet/Therapy/radiation>
 Has your friend had a chance to share their concern with their doctor?
 [04:06:22 PM] End-user: Wonderful information and reference. Thank you!
 [04:06:40 PM] End-user: No - they have decided to stop seeing their doctor. I'm struggling with their choice.
 [04:06:57 PM] End-user: And wanted to provide some good reference materials for them, so thank you.
 [04:07:21 PM] NCI Agent: I can imagine this is very difficult. If you wanted to share with me a bit more about what led them to make this decision I may be able to offer more that may be helpful.
 [04:08:12 PM] End-user: Okay, thank you so much. I will get back to you. What time does your live chat service close?
 [04:09:40 PM] NCI Agent: LiveHelp is open until 8 pm PST. You also may consider giving us a call directly. That way we can talk more at length. Our call center is open until 5 pm PST M-F. You can reach us at 1-800-4-CANCER. May I help with anything else before you go?
 [04:11:44 PM] NCI Agent: I'll remain connected for a couple of minutes in case you have additional questions. If I haven't heard back from you I'll go ahead and disconnect, but please check back with us if you have any additional questions.
 [04:23:30 PM] End-user: Okay, thank you.
 [04:23:42 PM] End-user: I don't have any further questions. Thank you for your wonderful help.
 [04:23:57 PM] NCI Agent: You are most welcome! Thank you for using the National Cancer Institute's LiveHelp service.
 [04:24:00 PM] " disconnected ("Concluded by Agent).

Logged in as: Ilene Burst Cisco CTI Bar 100%