

**J.D. Power and Associates - 2013
USA.GOV Survey for "Operator Introduced" QNR**

***Co-branded, out-bound, operator-introduced, IVR survey
48-hrs. to 1-week post contact***

Invitation Announcement and Survey Questionnaire for Phone Contact

Operator Introduced Announcement

Hello, my name is _____, and I am calling on behalf of J.D. Power and Associates. We understand that you called [1-800-FED-INFO] on [INSERT DATE FROM SAMPLE] with a question or problem and we would like to obtain your feedback on your customer experience.

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions. The Office of Management and Budget control number for this collection is 3090-0278. We estimate that it will take 7 minutes to complete. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), IC 3090-0278. 1800 F St, NW, Washington, DC 20405.

QA. Are you the person that called [1-800-FED-INFO]?

- 1 YES (CONTINUE)
 - 2 NO (THANK AND TERMINATE)
 - 4 WRONG NUMBER/NO ONE BY THAT NAME (THANK AND TERMINATE)
 - 5 DID NOT CONTACT [1-800-FED-INFO]'s Customer Service (THANK AND TERMINATE)
-

[IF QA = 1 CONTINUE]

QA1. Are you 18 years or older? Press ONE for "yes" or TWO for "no."

IF RESPONDENT ANSWERS NO THEN (THANK AND TERMINATE)

[IF QA1 = YES THEN CONTINUE]

Please be aware that this conversation may be monitored for quality assurance purposes.

The survey is fully automated. What I'll do is transfer you into it and you'll hear instructions on how to answer each question using the keypad on your phone.

QB. The survey will take approximately 5 to 7 minutes to complete depending on your answers. Is this a good time for you?

- 1 YES (CONTINUE)
 - 2 NO (SCHEDULE CALLBACK)
-

I'll transfer you now. It may take a few seconds to begin, please do not hang up.

[OPERATOR USES BLIND TRANSFER TO CONNECT RESPONDENT WITH SURVEY.]

IVR Survey

Hello. We are conducting research with J.D. Power and Associates to score the customer service you received on your recent call to [1-800-FED-INFO].

For each of the questions, please respond by pressing the numbers on your telephone keypad. You may have a question repeated by pressing the star key.

[SKIP Q1A AND AUTOPUNCH IT AS PHONE]

Q1A. Thinking of the recent issue when you contacted [1-800-FED-INFO]'s customer service, what methods of interaction or contact did you use?

Phone

Press 1 for Yes or 2 for No

USA dot gov, the website partner of 1-800-FED-INFO Press 1 for Yes or 2 for No

[IF Q1A Phone = 2 NO and Q1A = Website for self-service = 1 YES [THANK AND TERMINATE]

[IF Q1A Phone = 2 NO and Q1A = Website for self-service = 1 NO [THANK AND TERMINATE]

[ASK IF Q1A = PHONE]

Q1AA. How was this most recent call to [1-800-FED-INFO] handled?

Press ONE for ""Used the automated phone system first, then talked to a representative"

Press TWO for "Spoke directly to a representative"

Q2. Did you contact [1-800-FED-INFO] to resolve a problem? Press ONE for "yes" or TWO for "no."

Q3. Was your most recent issue resolved? Press ONE for "yes" or TWO for "no."

Q4. Please enter the number of times you contacted [1-800-FED-INFO] about this particular issue.

[ACCEPT NUMERICAL VALUES BETWEEN 1-10]

Q5. Did [1-800-FED-INFO] follow-up with you after your contact?

Press 1 for Yes

Press 2 for No

Press 3 for Did not need follow-up

Press 4 for Don't know

[IF Q1A=PHONE AND Q1AA = 1 THEN ASK Q6 to Q15]

Thinking of your experience with the automated phone system...

Q6. How many menu prompts did you have to utilize to get the information you needed (answer your question or request or resolve your problem)?

_____ prompts **[ACCEPT NUMERICAL VALUES BETWEEN 1 – 20].**

Press 99 for Don't Know

Q7. Was the Automated Phone System:

Press 1 for Voice recognition (i.e. the system asks you to say what you're calling about)

Press 2 for Voice activated menus (i.e. speak commands)

Press 3 for Telephone keypad menus

Press 4 for Both Voice activated and keypad

Q9. Did the Automated Phone System have a feature/button allowing you to go immediately to a live representative or operator?

Press 1 for Yes

Press 2 for No

Press 3 for Don't Know

Q10. Did you have to provide the same information more than once? Press ONE for "yes" or TWO for "no."

Thinking of your experience with the **automated phone system**, please rate the following using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average. Enter a TEN by pressing a ONE and then a ZERO.

Remember you can have any question repeated using the star key on your telephone's keypad.

You may use any number between ONE and TEN to rate your experience. Please rate:

[PROGRAMMING NOTE: PLEASE RANDOMIZE THE PRESENTATION OF RESPONSE ALTERNATIVES Q11 THROUGH Q13. ANCHOR Q15 SO IT ALWAYS IS PRESENTED LAST AMONG THESE QUESTIONS]

Q11. Ease of navigating the phone menu prompts.

Q12. Ease of understanding the phone menu instructions

Q13. Clarity of information provided

Q15. Overall automated phone system experience

Thinking of your experience with the live call center representative...

Q16. From the time you initiated the call, how many minutes did you wait before speaking to a live person? Please enter the number of minutes from your telephone keypad. If it took less than 1 minute, please enter 0.

[ACCEPT NUMERICAL VALUES BETWEEN 0 – 60].

Q17. While you were speaking to the representative, were you ever put on hold? Press ONE for “yes” or TWO for “no.”

[IF Q17=1 THEN ASK Q18, ELSE SKIP TO Q19]

Q18. Was your hold time longer than expected? Press ONE for “yes” or TWO for “no.”

Q19. Were you transferred to another person? Press ONE for “yes” or TWO for “no.”

[IF Q19=1 THEN ASK Q19A, ELSE SKIP TO Q20]

Q19a. How many people did you speak with?

[ACCEPT NUMERICAL VALUES BETWEEN 1 – 20].

Q20. Did you have to provide the same information more than once? Press ONE for “yes” or TWO for “no.”

Q21. Did you experience any difficulty understanding the representative? Press ONE for “yes” or TWO for “no.”

Thinking of your experience with the **representative you spoke to during your call**, please rate the following using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average. Enter a TEN by pressing a ONE and then a ZERO.

Remember you can have any question repeated using the star key on your telephone’s keypad.

You may use any number between ONE and TEN to rate your experience. Please rate:

[PROGRAMMING NOTE: PLEASE RANDOMIZE THE PRESENTATION OF RESPONSE ALTERNATIVES Q22 THROUGH Q26. ANCHOR Q27 SO IT ALWAYS IS PRESENTED LAST AMONG THESE QUESTIONS.]

Q22. Promptness in speaking to a person

- Q23. Knowledge of the representative
 - Q24. Courtesy of the representative
 - Q25. Representative's concern for your needs
 - Q26. Timeliness of resolving your problem, question or request
 - Q27. Overall customer service representative experience
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For the remaining survey questions, we'll be asking you your likelihood to act, from definitely will not to definitely will. **Remember you can have any question repeated using the star key on your telephone's keypad.**

- Q35. How likely are you to recommend [1-800-FED-INFO] to a friend, relative, or colleague? [READ]:

- Press 1 for Definitely will not
 - Press 2 for Probably will not
 - Press 3 for Probably will
 - Press 4 for Definitely will
-

[PROGRAMMING NOTE: FOR EACH OF THE NEXT QUESTION OPTIONS FOR Q36, ONLY ONE WILL BE USED FOR EACH SURVEY, THE REMAINING TWO WILL BE MASKED.]

[NOTE: FOR MANY SUBSCRIPTION BASED INDUSTRIES:]

- Q36a. In the next 12 months, how likely are you to use [1-800-FED-INFO] again? [READ]:

- Press 1 for Definitely will not
 - Press 2 for Probably will not
 - Press 3 for Probably will
 - Press 4 for Definitely will
-

- Q37. Using a 4-point scale, please rate the amount of effort that you personally had to put forth to get your request addressed.

- Press 1 for very high effort
 - Press 2 for high effort
 - Press 3 for some effort
 - Press 4 for no effort at all
-

- Q38. What is your preferred method of contact for future communications?

- Press 1 for Phone
 - Press 2 for E-mail
 - Press 3 for Chat
 - Press 4 for Other
-

Q39. What is your gender?

Press 1 for Male
Press 2 for Female
Press 3 for Prefer not to answer

Q40. How did you hear about 1-800-FED-INFO?

Press 1 for USA.gov
Press 2 for Internet
Press 3 for a government agency
Press 4 for phone book
Press 5 for referral from family/friend
Press 6 for other

Q41. Lastly, in what year were you born? Please enter the 4-digit year or enter 99 for prefer not to answer.

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99. Prefer not to answer

(GOODBYE) Thank you very much for your time. Your feedback will help us provide the best service possible. Good-bye.

PROGRAMMING NOTES:

(IF 1 ONLY IS PRESSED) “We recorded one which is the lowest score. If this is correct press one. Press two if you need to reenter your answer.”

(INVALID) “I’m sorry but the answer you’ve given is not a valid response for this question. I will repeat the question for you.”

(NO INPUT) “I’m sorry I did not detect a touch tone response. I will repeat the question for you.”

(ERROR MESSAGE) “We did not receive a valid response after asking the question 3 times. We have to assume that your touchtone signal is not coming through clearly at this time. We are sorry that we must discontinue the survey at this time. Thank you.”