

## UCC Journey Map Survey Call Script

### Option to take survey

DRA, at the end of the call, offers the caller the option to take a short anonymous survey.

DRA - "Mr. or Ms. Debtor, would you like to take a short 3-5 min anonymous survey to provide feedback for today's call? Your responses will be used to improve our call performance.

### Debtor response?

Yes - I would like to take the survey

DRA - "Thank you for our survey and assisting with improving our call center. I am transferring you to lead call center agent - 'Lead first name'. Please stay on the line."

No - I do not want to take the survey

DRA - "Thank you for your time, and is there anything else that I may assist you with?"

### Transfer to Lead DRA

DRA - "Hello 'Lead DRA's name', I have a caller that has agreed to take our anonymous survey to provide customer feedback to improve our call center. Their call purpose was for [AWG, Dispute, Payment, Hearing Request, etc.]"

Lead DRA - "Hello, Thank you for agreeing to take this survey, we will use this feedback to improve future caller experience. Before we get started, I would like to remind that this survey is optional and that your survey responses will remain anonymous. I will read each survey question and provide you with response choices. Are you ready to begin?"

Caller - Yes

*Captured by the Lead during the warm transfer:* What was the purpose of your call?

Account Balance  
Admin Resolution - Bankruptcy  
AWG  
Dispute  
Full Payment  
Hearing Request  
Make a Payment  
Missing Payment  
Offer in Compromise  
Partial Payment Agreement  
Payment Agreement  
Proof of Debt  
Third Party Authorization

Other

Questions:

1. What was your approximate wait time in minutes?  
0 to 5 mins  
5 to 10 mins  
10 to 15 mins  
15 to 20 mins  
20 to 30 mins  
30 mins or more
2. Was this the first time calling for this issue?  
Yes  
No
3. Please rate the speed of the Agent verifying your identity and locating your account information?  
Extremely Satisfied  
Satisfied  
Dissatisfied  
Extremely Dissatisfied
4. Please rate the Agent's ability to provide the information you were requesting and call resolution?  
Extremely Satisfied  
Satisfied  
Dissatisfied  
Extremely Dissatisfied
5. Were you transferred to second agent to resolve your issue?  
Yes  
No
6. [ask only if answer to Q#5 was "yes"] Please rate the second Agent's ability to provide information and call resolution?  
Extremely Satisfied  
Satisfied  
Dissatisfied  
Extremely Dissatisfied  
Not Transferred
7. Please rate your overall satisfaction with the call?  
Extremely Satisfied  
Satisfied  
Dissatisfied  
Extremely Dissatisfied
8. Do you have any additional suggestions for improvements?

Conclusion

Lead DRA – “This concludes the survey. Your responses have been recorded and will be evaluated to improve our call center’s performance. Thank you for participating in our survey. Goodbye”