

Veterans Experience: NCA Automated Phone Survey

Path 1: Caller answers and completes the survey

Hello. This is a call from the Department of Veterans Affairs, Veterans Experience Office.

The Department of Veterans Affairs values your opinion. To better serve you, would you be willing to take a four-question survey, of your recent experience with calling the National Cemetery Administration at the VA? Press 1 to take the survey. Press 2 to decline, and to remove yourself from receiving any future automated phone surveys from the National Cemetery Administration.

[After Pressing 1]

Using a scale from 1 to 5, please tell us how you feel about the following statements. Press 1 if you strongly disagree, 2 if you somewhat disagree, 3 if you neither agree nor disagree, 4 if you somewhat agree, or 5 if you strongly agree.

Question 1. The call center agent was adequately prepared to help me.

Question 2. The call center agent provided the information in a way that I understood.

Question 3. I was connected with the right agent on my first call to NCA.

Question 4. The call center agent I spoke with was courteous and respectful.

Question 5. The length of time it took for someone to answer my call was reasonable.

Question 6. I am satisfied with the resolution of my issue..

Question 7. I trust the VA call center to meet my needs.

This completes the survey. We are asking for this information so that you can provide feedback to VA. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 3 minutes to hear the instructions and answer the questions. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is stated. The OMB control number for this survey is 2900-0770. You are not required to respond to a collection of information if this number is not stated. Valid OMB control numbers can be located on the OMB Internet Page at www.reginfo.gov/public/do/PRAMain. Thank you for your time. Goodbye.

Path 2: Caller answers and opts out of the survey

Hello. This is a call from the Department of Veterans Affairs, Veterans Experience Office.

The Department of Veterans Affairs values your opinion. To better serve you, would you be willing to take a four-question survey, of your recent experience with calling the National Cemetery Administration at the VA? Press 1 to take the survey. Press 2 to remove yourself from receiving any future automated phone surveys from the National Cemetery Administration.

Goodbye and Opt Out Confirmation

Thank you for your time. If you have chosen to not receive another automated phone survey from the National Cemetery Administration, your phone number will be removed from future surveys. Goodbye.

Optional Steps

I am sorry. I did not understand your entry. Please try again.

Required Question

This is a required question. Use the numbers on your phone to respond to the question. One means you strongly disagree with the statement, and five means you strongly agree with the statement. If you neither agree nor disagree, press three.