

NCA Memorial Affairs and Scheduling Services Call Center Post-Call Surveys

Summary

This copy document provides POST CALL survey copy for two (2) NCA Call Centers surveys, measuring customer experience at key stages in their interaction with NCA Memorial Affairs and Scheduling Services representatives. These surveys are triggered at the completion of a live assistance telephone call to one of the NCA Memorial Affairs contact center.

Target Audiences

To be included in the survey sample, respondents must be:

1. Customers or Callers to the NCA Memorial Affairs
2. Customers or Callers to the NCA Scheduling Office

Post Call Survey

Pre-Call Copy

[Voiceover before the caller is connected with the NCA <Memorial Affairs> or <Scheduling Office> agent]

Your feedback is important to us. Please stay on the line at the end of the call to answer a two-minute survey about your NCA Contact Center experience.

Post-Call Survey Copy

[Path 1: IVR survey commences once call with agent is complete.]

Thank you for staying on the line to answer this 7-question survey about your NCA Contact Center experience. The Department of Veterans Affairs values your opinion. <VE_SurveyOffer>

Using a scale from 1 to 5, with 5 being the best, please tell us how you feel about the following statements. Press zero for Help at any time during the survey. <VE_SurveyGrading>

[Path 2: Optional Steps – the sequence of the optional steps will be clarified with the IVR developer.]

[Help Steps]

[Prompt: if buttons 6, 7, 8, or 9 are selected]

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

Use the numbers on your phone to respond to the questions. 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. <VE_SurveyHelp>

[OMB Burden Response Copy]

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 three 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. 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. <OMB Burden>

[Required Question]

[Prompt: If there's no answer or there's a delay in a button being pressed. If there continues to be no response, the next question will resume.]

This is a required question. Use the numbers on your phone to respond to the question. <Required 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.

[Anonymity Disclaimer]

Please note that this survey is not anonymous. If you provide feedback, you may be contacted by VA. Serving you is our top priority.

Survey Questions: IVR phone survey sent upon completion of a call

<h1> Tell us about your NCA Contact Center experience. </h1>

Please respond to the following statements on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree).

1. The call center agent was adequately prepared to help me. (*Required)
2. The call center agent provided information in a way that I understood. (*Required)
3. I was connected with the right agent on my first call to NCA. (*Required)
4. The length of time it took for someone to answer my call was reasonable. (*Required)
5. The call center agent I spoke to was courteous. (*Required)
6. I am satisfied with the service I received from NCA Call Center. (*Required)
7. I trust NCA to fulfill our country's commitment to Veterans. (*Required)

Sampling frequency

- 0 The survey will be made available to 100% of callers. They may opt into the survey by remaining on the line.
- 1 The ability to quarantine phone numbers who have completed a survey in current month, to not be offered another survey for the month (sliding 30 days)