

## CFI/FCG OMB CLEARANCE SURVEY MAP

**Survey:** SAVE Customer Contact Center 2018  
**IA#:** 20325 A1  
**Date:** 9/18/2018

### SURVEY TYPE: Call Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
Q1	Custom	Respondent Background
Q2	Custom	Respondent Background
Q3	Custom	Respondent Background
Q4	Custom	Respondent Background
Q5	2	Wait Time
Q6	2	Wait Time
Q7	3	Customer Service/Representative
Q8	3	Customer Service Representative
Q9	3	Customer Service/Representative
Q10	3	Customer Service/Representative
Q11	3	Customer Service/Representative
Q12	3	Customer Service/Representative
Q13	3	Customer Service/Representative
Q14	3	Customer Service/Representative
Q15	Custom	Customer Service/Representative
Q16	Custom	Customer Service/Representative
Q17	Custom	Customer Service/Representative
Q18	Custom	Customer Service/Representative
Q19	Custom	Customer Service/Representative
Q20	Custom	Customer Service/Representative
Q21	Custom	Customer Service/Representative
Q22	Custom	Customer Service/Representative
Q23	3	Customer Service/Representative
Q24	3	Customer Service/Representative
Q25	3	Customer Service/Representative
Q26	3	Customer Service/Representative
Q27	3	Customer Service/Representative
IVR1	4	IVR
IVR2	4	IVR
IVR3	4	IVR
IVR4	4	IVR
IVR5	Custom	IVR
IVR6	Custom	IVR
IVR7	Custom	IVR
IVR8	Custom	IVR
IVR9	Custom	IVR
Q28	Custom	Customer Service/Representative
Q29	Custom	Customer Service/Representative
Q30	Custom	Customer Service/Representative
Q31	Custom	Customer Service/Representative
Q32	3	Customer Service/Representative
Q33	3	Customer Service/Representative
Q34	3	Customer Service/Representative
Q35	3	Customer Service/Representative
EMAIL1	Custom	Customer Service/Representative
Q36	Custom	Preferred Contact Method
Q37	Custom	Preferred Contact Method
Q38	5	Satisfaction (ACSI Index)
Q39	5	Satisfaction (ACSI Index)
Q40	5	Satisfaction (ACSI Index)
Q41	6	Future Behaviors
Q42	6	Future Behaviors
Q43	6	Future Behaviors
Q44	6	Future Behaviors