

# CFI/FCG OMB CLEARANCE SURVEY MAP

**Survey:** BCA Passport IVR-Call Center  
**IA#:** 20322 A1  
**Date:** 9/27/2018

**SURVEY TYPE:** Call\_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
1	Custom	Call/Contact Handling
1a	Custom	Call/Contact Handling
2	Custom	Call/Contact Handling
3	2	Wait Time
4	3	Customer Service Representative
5	3	Customer Service Representative
6	5	Satisfaction (ACSI Index)
7	5	Satisfaction (ACSI Index)
8	5	Satisfaction (ACSI Index)
9	6	Future Behaviors
10	6	Future Behaviors