

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: ED Call Center
IA#: 20272 A3
Date: 9/27/2018

SURVEY TYPE: Call_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
1	Custom	Demographic
2	Custom	Demographic
3	3	Customer Service Representative
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	Custom	Future Behaviors/Outcomes
10	Custom	Future Behaviors/Outcomes
11	6	Future Behaviors/Outcomes