

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: USDA Food Safety and Inspection Service
IA#: 30614 A4

Date: 9/27/18

SURVEY TYPE: CCall_Contact Center (tab 3)

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Survey Q#	Type#	Type Topic
B1	Custom	Experience
B2	Custom	Experience
B3	Custom	Experience
Q1	4	IVR
Q2	4	IVR
Q3	4	IVR
Q4	1	Call/Contact Handling
Q5	1	Call/Contact Handling
Q6	1	Call/Contact Handling
Q7	3	Customer Service Representative
Q8	Custom	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	3	Customer Service Representative
Q16	3	Customer Service Representative
Q18	3	Customer Service Representative
Q19	3	Customer Service Representative
Q20	Custom	Call/Contact Handling
Q21	Custom	Call/Contact Handling
Q22	5	Satisfaciton (ACSI Index)
Q23	5	Satisfaciton (ACSI Index)
Q24	5	Satisfaciton (ACSI Index)
Q25	Custom	Suggested Improvements