

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: FAA FSS (phone) Survey
IA#: 20313 A1
Date: 9/27/2018

SURVEY TYPE: Call_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
INTRO1	Custom	Screeners
INTRO2	Custom	Screeners
S1	Custom	Demographic
S1.2	Custom	Call/Contact Handling
S2	Custom	Call/Contact Handling
I-1	Custom	Demographic
FSS1	Custom	Demographic
LM2	Custom	Demographic
LM4	3	Customer Service Representative
LM5	3	Customer Service Representative
LM6	3	Customer Service Representative
LM7	3	Customer Service Representative
LM8	3	Customer Service Representative
LM9	3	Customer Service Representative
LM10	3	Customer Service Representative
LM11	3	Customer Service Representative
D1	Custom	IVR
D2	Custom	Wait Time
D3	Custom	Wait Time
D4	Custom	IVR
D5	Custom	Wait Time
D6	Custom	Wait Time
D7	Custom	IVR
D8	Custom	Customer Service Representative
D9	Custom	Customer Service Representative
D10	Custom	Call/Contact Handling
TIBS1	1	Call/Contact Handling
TIBS2	1	Call/Contact Handling
HIWAS1	1	Call/Contact Handling
HIWAS2	1	Call/Contact Handling
ACSI 1.1	5	Satisfaction (ACSI Index)
ACSI 1.2	5	Satisfaction (ACSI Index)
ACSI 2	5	Satisfaction (ACSI Index)
ACSI 3	5	Satisfaction (ACSI Index)
OM1	Custom	Future Behaviors
OM2	6	Future Behaviors
OM3	6	Future Behaviors
CON1	Custom	Future Behaviors