

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: USCIS E-Verify CCO
IA#: 20325 A2
Date: 10/2/2018

SURVEY TYPE: Call_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
SCREEN1	Custom	Screeners
Q1	Custom	Demographic/Background
Q2	Custom	Demographic/Background
Q3	Custom	Demographic/Background
Q4	Custom	Demographic/Background
Q5	2	Wait Time
Q6	2	Wait Time
Q7	Custom	Demographic/Background
Q8	1	Call/Contact Handling
Q9	1	Call/Contact Handling
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	Call/Contact Handling
Q16	Custom	Call/Contact Handling
Q17	Custom	Customer Service/Representative
Q18	Custom	Customer Service/Representative
Q19	Custom	Customer Service/Representative
Q20	Custom	Wait Time
Q21	Custom	Wait Time
Q22	Custom	Wait Time
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	Suggested Improvements/IVR
IVR7	Custom	Customer Service/Representative
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	Suggested Improvements
Q36	Custom	Customer Service/Representative
Q37	Custom	Call/Contact Handling
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	Custom	Suggested Improvements
D1	Custom	Demographic/Background
D2	Custom	Demographic/Background
D3	Custom	Demographic/Background

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: USCIS E-Verify CCO
IA#: 20325 A2
Date: 10/2/2018

SURVEY TYPE: Call_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
D4	Custom	Demographic/Background