

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: PBGC Participant
IA#: 20274 A3
Date: 9/27/2018

SURVEY TYPE: Call_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
INTRO1	Custom	Screeners
INTRO2	Custom	Screeners
Q1	Custom	Demographic
Q2	Custom	Demographic
Q3	Custom	Demographic
Q4	Custom	Demographic
Q5	Custom	Call/Contact Handling
Q6	Custom	Call/Contact Handling
Q7	Custom	Call/Contact Handling
Q8	1	Call/Contact Handling
Q9	1	Call/Contact Handling
Q10	1	Call/Contact Handling
Q11	1	Call/Contact Handling
Q12	1	Call/Contact Handling
Q13	1	Call/Contact Handling
Q14	3	Customer Service Representative
Q15	Custom	Call/Contact Handling
Q16	1	Call/Contact Handling
Q17	1	Call/Contact Handling
Q18	1	Call/Contact Handling
Q19	Custom	Call/Contact Handling
Q20	3	Customer Service Representative
Q21	3	Customer Service Representative
Q22	3	Customer Service Representative
Q23	3	Customer Service Representative
Q24	Custom	Customer Service Representative
Q25	Custom	IVR
Q26	4	IVR
Q27	4	IVR
Q28	4	IVR
Q29	Custom	IVR
Q30	3	Customer Service Representative
Q31	3	Customer Service Representative
Q32	3	Customer Service Representative
Q33	Custom	Customer Service Representative
Q33a	3	Customer Service Representative
Q34	3	Customer Service Representative
Q35	Custom	Customer Service Representative
Q36	Custom	Customer Service Representative
Q37	1	Call/Contact Handling
Q38	1	Call/Contact Handling
Q39	Custom	Call/Contact Handling
Q40	Custom	Call/Contact Handling
Q41	Custom	Call/Contact Handling
Q42	1	Call/Contact Handling
Q43	1	Call/Contact Handling
Q44	1	Call/Contact Handling
Q45	Custom	Call/Contact Handling
Q46	Custom	Call/Contact Handling
Q47	Custom	Call/Contact Handling
Q48	Custom	Suggested Improvements
Q49	5	Satisfaction (ACSI Index)
Q50	5	Satisfaction (ACSI Index)
Q51	5	Satisfaction (ACSI Index)
Q52	Custom	Demographic
Q53	1	Call/Contact Handling
Q54	Custom	Demographic
Q55	Custom	Call/Contact Handling

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Survey Q#	Type#	Type Topic
Q56	Custom	Call/Contact Handling
Q57	Custom	Call/Contact Handling
Q58	Custom	Call/Contact Handling
Q59	Custom	Suggested Improvements
Q60	Custom	Customer Service Representative
Q61	3	Customer Service Representative
Q62	3	Customer Service Representative
Q63	3	Customer Service Representative
Q64	Custom	Suggested Improvements
Q65	Custom	Suggested Improvements
Q66	Custom	Call/Contact Handling
Q66.1	Custom	Demographic
Q67	Custom	Demographic