

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: NRRS Continuous--Field
IA#: 30531 A6
Date: 9/27/2018

SURVEY TYPE: Call_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
Q1	Custom	Demographic/Respondent Background
2.1	1	Call/Contact Handling
2.2	3	Customer Service/Representative
2.3	1	Call/Contact Handling
2.4	1	Call/Contact Handling
2.5	3	Customer Service/Representative
ACSI1	5	Satisfaction (ACSI Index)
ACSI2	5	Satisfaction (ACSI Index)
ACSI3	5	Satisfaction (ACSI Index)
OE1	Custom	Suggested Improvements
CLOSE1	Custom	Demographic