

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: US Mint IVR Survey

IA#: 20807 A0

Date:9/27/18

SURVEY TYPE: Call_Contact Center (tab 3)

Survey Q#	Type#	Type Topic
<u>Q1a</u>	Custom	Respondent Background/Experience
<u>Q1b</u>	Custom	Respondent Background/Experience
<u>Q1</u>	4	IVR
Q2	2	Wait time
Q3	3	Customer Service Representative
Q4	3	Customer Service Representative
Q5	3	Customer Service Representative
Q6	3	Customer Service Representative
Q7	5	Satisfaciton (ACSI Index)
Q8	5	Satisfaciton (ACSI Index)
Q9	5	Satisfaciton (ACSI Index)
Q10	6	Future Behavior
Q11	6	Future Behavior
Q12	Custom	Suggested Improvements