

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: FTC CallSAT Survey
IA#: 50165 A3

Date:9/27/18

SURVEY TYPE: Call_Contact Center (tab 3)

Survey Q#	Type#	Type Topic
Q1	Custom	Respondent Background/Experience
Q1A	Custom	Respondent Background/Experience
Q2	Custom	Respondent Background/Experience
Q3	Custom	Respondent Background/Experience
Q4	4	IVR
Q5	2	Wait time
Q6	3	Customer Service Representative
Q7	3	Customer Service Representative
Q8	3	Customer Service Representative
Q9	3	Customer Service Representative
Q10	5	Satisfaciton (ACSI Index)
Q11	5	Satisfaciton (ACSI Index)
Q12	5	Satisfaciton (ACSI Index)
Q13	Custom	Respondent Background/Experience