

# FTC CallSat Questionnaire 2018

*Note: Headings (in bold) and question numbers are not to be read.*

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## Introduction

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Hello. You have been selected to participate in a survey about your recent experience with the Federal Trade Commission's Consumer Response Center. This survey will take approximately 3-5 minutes and is authorized under Office of Management and Budget Control Number 1090-0007 which expires September 30, 2021. Your participation in the survey is voluntary. No personal information will be collected. To participate in the survey, press 1.

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## Purpose of call

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- Q1. Using the numbers on your telephone keypad please press the number that best describes the purpose of your recent call to us. Press "1" for "File or Update a Complaint," Press "2" for "Request Information." And Press "3" for "Other." Press \* to repeat this question.

CFI Group Note: Option 1: Remove "other" option. Option 2: For individuals who select 3, ask the following after Q14: Earlier you selected "Other" for the purpose of your call. Briefly describe the purpose of your call. Press pound when you are done.

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## Demographics

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Q2. How did you know to call the FTC? Press "1" for "TV or radio," press "2" for "Newspaper or magazines," press "3" for "Internet," press "4" for "Business or financial institution," press "5" for "FTC brochure or related material," press "6" for "Government or law enforcement agency," press "7" for "Other." Press \* to repeat this question.

Q3. Before calling did you visit the FTC website to gather information? Press "1" for "Yes," press "2" for "No", press "0" for "Does not apply." Press \* to repeat this question.

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## IVR

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The following question is about the automated system that handled your call.

- Q4. How easy was it to access the information available within the automated system? Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press "0" for "Does not apply." Press \* to repeat this question.

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## On Hold/Wait time

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- Q5. Please rate your wait time to speak with an agent. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.

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## Agent

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The following questions are about the agent who helped you.

- Q6. Please rate the courtesy of the agent who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9" where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
- Q7. Please rate the communication skills of the agent who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9" where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
- Q8. Please rate the knowledge of the agent who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9" where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
- Q9. Please rate the ability of your agent to answer your question. Use the numbers on your telephone keypad for a scale of "1" to "9" where "1" is "poor" and "9" is "excellent." Press "0" for "Does Not Apply". Press \* to repeat this question.

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### ACSI Benchmark Questions

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- Q10. Using a scale where "1" means "Very dissatisfied" and "9" means "Very satisfied," please rate your satisfaction with the service you received. Press \* to repeat this question.
- Q11. Using a scale where "1" means "Falls short of expectations" and "9" means "Exceeds expectations," please rate the service you received in terms of your expectations. Press \* to repeat this question.
- Q12. Now imagine an ideal customer service experience. How does the service you received compare with that ideal service experience? Please use a scale where "1" means "Not very close to the ideal," and "9" means "Very close to the ideal." Press \* to repeat this question.

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### Closing

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- Q13. One final question, did you get the information you needed during your call? Press "1" for "Yes", press "2" for "No", press "0" for "Does not apply." Press \* to repeat this question.

The Federal Trade Commission would like to thank you for taking our survey. Your feedback is very important to us. Goodbye.