

## United States Mint Call Center Survey 2018

This survey will take approximately two to three 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.

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### Purpose of call

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- 1a. Using the numbers on your telephone keypad please press the number that best describes the purpose of your call to us today.
1. Press "1" for "Place an order"
  2. Press "2" for "Check order status"
  3. Press "3" for "Resolve an issue"
  4. Press "4" for "Ask a question about a product or release date"
  5. Press "5" for "Other"
- 1b. Did you speak with a customer service representative today?
1. Press "1" for "Yes"
  2. Press "2" for "No"

**(IF 1b= 1 YES ask 2, 3 and continue to Customer Service Rep questions; if 1b= 2 NO ask 2 then skip to Q8)**

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### IVR

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1. Please rate the ease of navigating through the Interactive Voice Response "IVR" menu options. 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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### Wait Time

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2. Please rate your satisfaction with the wait time to speak to a customer service representative after going through the IVR menu options. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "Very dissatisfied" and "9" means "Very satisfied." Press \* to repeat this question.

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### Customer Service Representative

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The following questions are about the customer service representative who helped you today.

3. Please rate the courteousness of the customer service representative who helped you today. 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.
4. Please rate the communication skills of the customer service representative who helped you today. 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.
5. Please rate the knowledge of the customer service representative who helped you today. 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.
6. Please rate the customer service representative's ability to resolve your issue. 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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**ACSI Benchmark Questions**

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7. 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.
8. Using a scale where “1” means “Falls short of expectations” and “9” means “Exceeds expectations,” please rate the service you received. Press \* to repeat this question.
9. Now imagine an ideal customer service experience. How well did your experience compare with that ideal service experience? “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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**Outcomes**

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10. Using a scale where “1” means “Not very likely” and “9” means “Very likely,” please rate your likelihood to recommend the United States Mint for coin purchases to others. Press \* to repeat this question.
11. Again, using a scale where “1” means “Not very likely” and “9” means “Very likely,” please rate your likelihood to make future coin purchases from the United States Mint. Press \* to repeat this question.
12. Please provide any feedback you have about any aspect or your most recent interaction with the U. S. Mint including any concerns you might have, if any, that would keep you from recommending the United State Mint for coin purchases to others. Press pound when you are done.

Thank you for taking the United States Mint Call Center Customer Satisfaction Survey. Your feedback is very important to us. Goodbye.