UCC Journey Map Survey Call Script

Option to take survey

DRA, at the end of the call, offers the caller the option to take a short anonymous survey.

DRA -“Mr. or Ms. Debtor, would you like to take a short 3-5 min anonymous survey to provide feedback for today’s call? Your responses will be used to improve our call performance.

Debtor response?

Yes – I would like to take the survey

DRA – “Thank you for our survey and assisting with improving our call center. I am transferring you to lead call center agent - ‘Lead first name’. Please stay on the line.”

No – I do not want to take the survey

DRA - “Thank you for your time, and is there anything else that I may assist you with?”

Transfer to Lead DRA

DRA – “Hello ‘Lead DRA’s name’, I have a caller that has agreed to take our anonymous survey to provide customer feedback to improve our call center. Their call purpose was for [AWG, Dispute, Payment, Hearing Request, etc.]”

Lead DRA – “Hello, Thank you for agreeing to take this survey, we will use this feedback to improve future caller experience. Before we get started, I would like to remind that this survey is optional and that your survey responses will remain anonymous. I will read each survey question and provide you with response choices. Are you ready to begin?”

Caller - Yes

*Captured by the Lead during the warm transfer:* What was the purpose of your call?

|  |
| --- |
| Account Balance |
| Admin Resolution - Bankruptcy |
| AWG |
| Dispute |
| Full Payment |
| Hearing Request |
| Make a Payment |
| Missing Payment |
| Offer in Compromise |
| Partial Payment Agreement |
| Payment Agreement |
| Proof of Debt |
| Third Party Authorization |
| Other |

Questions:

1. What was your approximate wait time in minutes?

|  |
| --- |
| 0 to 5 mins |
| 5 to 10 mins |
| 10 to 15 mins |
| 15 to 20 mins |
| 20 to 30 mins |
| 30 mins or more |

1. Was this the first time calling for this issue?

|  |
| --- |
| Yes |
| No |

1. Please rate the speed of the Agent verifying your identity and locating your account information?

|  |
| --- |
| Extremely Satisfied |
| Satisfied |
| Dissatisfied |
| Extremely Dissatisfied |

1. Please rate the Agent's ability to provide the information you were requesting and call resolution?

|  |
| --- |
| Extremely Satisfied |
| Satisfied |
| Dissatisfied |
| Extremely Dissatisfied |

1. Were you transferred to second agent to resolve your issue?

|  |
| --- |
| Yes |
| No |

1. [ask only if answer to Q#5 was “yes”] Please rate the second Agent's ability to provide information and call resolution?

|  |
| --- |
| Extremely Satisfied |
| Satisfied |
| Dissatisfied |
| Extremely Dissatisfied |
| Not Transferred  |

1. Please rate your overall satisfaction with the call?

|  |
| --- |
| Extremely Satisfied |
| Satisfied |
| Dissatisfied |
| Extremely Dissatisfied |

1. Do you have any additional suggestions for improvements?

Conclusion

Lead DRA – “This concludes the survey. Your responses have been recorded and will be evaluated to improve our call center’s performance. Thank you for participating in our survey. Goodbye”