**OMB #0970-0401**

**Expiration Date: 05/31/2021**

**HSICC Post Phone Call Survey**

**Agent:** Would you be interested in completing a brief survey to help us improve our customer service?

**Caller:** Yes

**Agent:** Thank you, at the end of our call please stay on the line and I will connect you to the survey.

Once connected to the survey recording the caller will be prompted through a set of Yes/No questions and answers and then a final overall 1-5 (5 being the highest) rating of the experience.

**Q1)** Were you happy with the way your call was answered? Y/N

**Q2)** Were you happy with the speed your call was answered? Y/N

**Q3)** Was the agent able to answer your question or give you instructions on how to resolve your question? Y/N

**Q4)** Was the information accurate? Y/N

**Q5)** How would you rate the overall call?  Scale of 1-5