

### **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.

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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

**Paperwork Reduction Act Burden Statement:** This collection of information is voluntary. Public reporting burden for this collection of information is estimated to average 3 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number