

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

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