

DOI BTFA Call Center Survey

◆ Indicates breaks in voice recording clips.

Introduction

Hello,

Our records indicate that you recently contacted the Bureau of Trust Funds Administration (BTFA) Special Trustee for American Indians - Trust Beneficiary Call Center. To best serve its customers, the Bureau of Trust Funds Administration would like your feedback on the service you received. This survey will only take a few minutes and is authorized under Office of Management and Budget Control Number 1090-0007, which expires September 30th, 2021. Your participation in the survey is voluntary. ◆

At any time during this survey press star to repeat a question. ◆

Number of Calls

CALLS. Thinking about your most recent contact with the Trust Beneficiary Call Center, how many times in total did you call before your inquiry was resolved? ◆

1. Press "1" for "My inquiry has not been resolved"
2. Press "2" for "Once – my issue was resolved during my call"
3. Press "3" for "2 times"
4. Press "4" for "3 times"
5. Press "5" for "4 times or more" ◆

HISP Questions

Based on your most recent experience contacting the Trust Beneficiary Call Center, please rate your level of agreement with the following statements. ◆ For "strongly disagree" press 1, for "disagree" press 2, for "neutral" press 3, for "agree" press 4, and for "strongly agree" press 5. ◆ After each statement press the number that aligns with your level of agreement.

SATIS. I am satisfied with the service I received from the Trust Beneficiary Call Center ◆ **[play scale after statement]**

CONF. My interaction increased my confidence in the Office of the Special Trustee for American Indians ◆ **[play scale after statement]**

SERV. My need was addressed ◆ **[play scale after statement]**

PRC_EASE. It was easy to complete what I needed to. ◆ **[play scale after statement]**

PRC_EFF. It took a reasonable amount of time to do what I needed to ◆ **[play scale after statement]**

PRC_TRN. I was treated fairly ◆ **[play scale after statement]**

PEOPLE. The representative I interacted with were helpful. ◆ **[play scale after statement]**

EFFECT. The representative I interacted with were able to understand my question or issue ◆ **[play scale after statement]**

ACSI Benchmark Questions

OVERALL. Now, using a scale from 1 to 9, where "1" means "very dissatisfied" and "9" means "very satisfied," please rate your overall satisfaction with the service you received. ◆ Press * to repeat this question. ◆

EXPECT. Using a scale where "1" means "falls short of expectations" and "9" means "exceeds expectations," please rate how well the service you received met your expectations. ◆ Press * to repeat this question. ◆

IDEAL. 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. ♦

RECOM. Think about your likelihood to recommend the Trust Beneficiary Call Center to others. Using a scale where "1" means "not at all likely" and 9 means "very likely," please rate your likelihood to recommend the Trust Beneficiary Call Center to others. ♦ Press * to repeat this question. ♦

Thank you for taking the OST Trust Beneficiary Call Center Customer Satisfaction Survey. Your feedback is very important to us. Goodbye. ♦