

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297)  
(Req-39)**

**Title: Voluntary Customer Satisfaction Survey for Customers of the USAGov Telephone Government Information Service Who Speak to an English-speaking Information Specialist**

Survey is administered by the IVR (Interactive Voice Response) system upon completion of conversation with an Information Specialist (aka Agent). Participants submit responses using a telephone keypad.

POC: david.kaufmann@gsa.gov

Paperwork Reduction Act Statement:

OMB No: 3090-0297

Expires 08/31/2022

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 4 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandell/IC 3090-0297, 1800 F St, NW, Washington, DC 20405.

*Prompt 10060:*

We value your opinion. Please stay on the line after talking with the information specialist to participate in a short four-minute survey about your customer service experience today.

*Intro Prompt: 12000:*

Welcome to the USAGov Satisfaction Survey. Thank you for providing your feedback to us. We are going to ask you four questions about your experience today with the USAGov Information Line. You will respond using your telephone keypad. Here is the first question.

*Question 1 Prompt 13001:*

Do you agree with the following statement?

I am satisfied with my phone call to the USAGov information line.

Please use your telephone keypad to select any number from 1 to 5, where 1 equals strongly disagree and 5 equals strongly agree. Again, the statement is, I am satisfied with my phone call to the USAGov Information line. Please press a number from 1 to 5, where 1 equals strongly disagree and 5 equals strongly agree with the statement, I am satisfied with my phone call to the USAGov information line.

*Question 2 Prompt 13002:*

Here is the second question. Using the same scale as before, where 1 equals strongly disagree and 5 equals strongly agree, do you agree with the following statement?

The agent wanted to be helpful to me.

Enter a number from 1 to 5 on your telephone keypad to tell us how you feel about this statement. The agent wanted to be helpful to me. 1 equals strongly disagree and 5 equals strongly agree.

*Question 3 Prompt 13003:*

Here is the third question. Using the same scale again, where 1 equals strongly disagree and 5 equals strongly agree, please tell us if you agree with the following statement.

I understand what I need to do next after speaking to the agent.

Enter a number from 1 to 5 on your telephone keypad to tell us how you feel about this statement, I understand what I need to do next after speaking to the agent. 1 equals strongly disagree and 5 equals strongly agree.

*Question 4 Prompt 13004:*

Here is the final question. We want to hear your feedback about your experience in your own words. At the sound of the beep, please leave us a message with any feedback that you have for the USAGov Information Line by speaking your answer into the phone. When you are finished leaving us feedback, you can press the pound or hash key, or simply hang up. You may begin now. [BEEP]