

## DEEOIC Script/Prompt Language – January 2022

Prior to connecting to a Resource Center Employee:

Your feedback is important to us. Please press 1 to complete a customer experience survey following this call.

Survey Introduction:

“Thank you for agreeing to take our survey! Most questions are based on a 1-5 scale. 1 is strongly agree, 2 is agree, 3 is neutral, 4 is disagree, 5 is strongly disagree. Please do not respond on the basis of your satisfaction with the outcome of a claim, but rather the customer service you received today. The OMB control number for this collection is 1218-0276 and expires on June 30, 2024. According to the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless such collection displays a valid OMB control number. Collection of this information is authorized by OMB. The obligation to respond to this collection is voluntary. We estimate it takes about 4 minutes to complete.

Energy Program

1. If your call was regarding medical billing or benefits, press 1. For all other, press 2.

- Medical billing or benefits (1)
- All other (2)

2. I am satisfied with the service I received from DEEOIC.

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- Disagree (4)
- Strongly disagree (5)

3. This interaction increased my trust in DEEOIC.

- Strongly agree (1)
- Agree (2)
- Neutral (3)

- Disagree (4)
- Strongly disagree (5)

4. My need was addressed.

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- Disagree (4)
- Strongly disagree (5)

5. It was easy to get my questions answered or my needs met.

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- Disagree (4)
- Strongly disagree (5)

6. This call took a reasonable amount of time to complete.

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- Disagree (4)
- Strongly disagree (5)

7. I was treated fairly.

- Strongly agree (1)
- Agree (2)
- Neutral (3)

- Disagree (4)
- Strongly disagree (5)

8. The representative was committed to solving my problem.

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- Disagree (4)
- Strongly disagree (5)