

Post Call Survey – Audio file scripts.

If you are interested in taking a voluntary survey at the end of this call about your experience with our contact center press 1, if not press 2 to continue.

VEO\_

Thank you for staying on the line to answer this 7-question voluntary survey about your experience with our Contact Center. The Department of Veterans Affairs values your opinion. The survey should take approximately one minute to complete.

VEO\_Anonymity.wav

Please note that this survey is not anonymous. If you provide feedback, you may be contacted by VA. Serving you is our top priority. You may end this call at any time.

VEO\_SurveyGrading.wav

Using a scale from 1 to 5, with 5 being strongly agree, please tell us how much you agree with the following statements.

VEO\_

Press 0 for help at any time during the survey.

VEO\_PCS\_1

I am satisfied with the service I received from the VA Call Center.

VEO\_PCS\_2

The phone representative answered my question on the issue I recently called about.

VEO\_PCS\_3

I trust VA to fulfill our country's commitment to Veterans.

VEO\_PCS\_4

The length of time it took to get connected to a phone representative was reasonable.

VEO\_PCS\_5

The phone representative treated me with courtesy and respect.

VEO\_PCS\_6

The information provided during the call helped me feel that I have a better understanding of my issue and next steps.

VEO\_PCS\_7

The information provided by the phone representative was explained in terms I could understand.

VEO\_PCS\_ThankYou\_New.wav

Thank you for taking the time to complete this survey. We truly value the information you have provided.

VEO\_PCS\_PRA.

Please stay on the line if you would like to hear information we are required to provide about the Paperwork Reduction Act and the Privacy Act.

VEO\_PCS\_OMB.

The OMB Control Number for this survey is 2900-0876, and it expires 02/28/2026. The System of Record Notice for this survey is 43VA008.

VEO\_PCS\_Comments.

Send comments about this survey to: [VAPRA@va.gov](mailto:VAPRA@va.gov).

CALLER OPTIONS OR UNCLEAR RESPONSE

VEO\_PCS\_Option\_0

WHEN CALLER PRESSES OPTION 0 FOR HELP DURING PCS

Use the numbers on your phone to respond to the questions, 1 means you strongly disagree with the statement and 5 means you strongly agree with the statement. If you neither agree or disagree press 3.

VEO\_PCS\_NoSelection.wav

I am sorry, I did not hear your selection. Please try again.

VEO\_PCS\_SurveySorry.wav

I am sorry. I did not understand your entry. Please try again.

[END OF SURVEY]