

Customer Questionnaire Customer Service Center (CSC & FOC)

When the QA Monitor contacts the customer, he would use the following script:

Manual Outbound Call:

Good morning/afternoon, my name is _____. I'm calling from the US Small Business Administration Disaster Assistance Customer Service Center. Our records show that you (or a member of your family) recently spoke with a representative of the SBA regarding disaster assistance. Would you (or that person) be available to participate in a short customer satisfaction survey regarding the service provided? Your responses are voluntary; however, your opinion would help us evaluate whether we are meeting the needs of the public. You also do not have to respond if this survey is not approved by the U.S. Office of Management and Budget (OMB). The OMB approval # for this survey is 3245-0370, and it expires on XX/XX/XXXX.

Cover a manual call and an automated call. (transfer to another agent to take the survey)

Post-Call Transfer to Live Agent:

Good morning/afternoon, my name is _____. Thank you for agreeing to participate in a brief survey regarding your experience with the US Small Business Administration Disaster Assistance Customer Service Center. Your responses are voluntary; however, your opinion would help us evaluate whether we are meeting the needs of the public. You also do not have to respond if this survey is not approved by the U.S. Office of Management and Budget (OMB). The OMB approval # for this survey is 3245-0370, and it expires on XX/XX/XXXX.

Automated Phone/Email Survey:

Good morning/afternoon, this is a call/email from the US Small Business Administration Disaster Assistance Customer Service Center. Our records show that you recently spoke with a representative of the SBA regarding disaster assistance. We are interested in your feedback on the service provided. Your responses are voluntary; however, your opinion would help us evaluate whether we are meeting the needs of the public. You also do not have to respond if this survey is not approved by the U.S. Office of Management and Budget (OMB).

The OMB approval # for this survey is 3245-0370, and it expires on XX/XX/XXXX. If you would like to participate in our brief customer satisfaction survey, press 1.

For email only:

Please Note: The estimated average burden hours for the completion of this survey is approximately 5 minutes per response. If you have questions or comments concerning this estimate or any other aspect of this information collection, please contact: Director, Records Management Division, Small Business Administration, 409 Third Street SW, Washington, D.C. 20416, and SBA Desk Officer, Office of Management and Budget, New Executive Office Building, Room 10202, Washington, D.C. 20503.

If No (for phone survey):

Thank you anyway, and please don't hesitate to call us again if you have any questions or concerns. Goodbye. (Wait for the customer to hang up)

If Yes (for phone survey):

Thank you. We have just 6 questions and will not take longer than 5 minutes... (Pause for a second and then ask the first question).

	Answer Weight	Answer Type
1. Was your call answered promptly? <i>(For FOC: Once you arrived at the SBA table, were you assisted promptly by an SBA representative?)</i>	1.0	Y/N
<i>Using a scale of 1 - 5, with 5 being the highest, please rate the agent in the following areas:</i>		
2. Was the SBA Representative courteous and professional?	1.0	1-5
3. Did the SBA Representative display concern and sympathy for your situation?	1.0	1-5
4. Was the SBA Representative able to answer your questions to your satisfaction?	1.0	1-5
5. Did the SBA Representative appear knowledgeable about the subject matter?	1.0	1-5
6. Based on your call, please rate your overall experience with the Customer Service Center. <i>(For FOC: Based on your visit, please rate your overall experience with the SBA staff at the center.)</i>	1.0	1-5