



CONVERGYS MARKETING RESEARCH
UNITED STATES POSTAL SERVICE
POINT OF SERVICE EVALUATION
LIVE AGENT SURVEY
#2033

Pull from sample if available/may be designated by 800# used		
Count	Call type	800# Type
Call center letter	Call duration (minutes)	-Ask USPS
YYYY (year)	Call duration (seconds)	-1811
MM (month)	ANI	-Stamps 24
DD (day)	Agent name (we need this)	-IC3
HH (hour of day)	Business identifier (we need this)	-Inspection Service
MM (minute)	Team identifier for agent (we need this)	
Seconds		

ISSUE POTB IF A RATING OF A "5" ON ALL AGENT ATTRIBUTES (Q10 AND ALL OF Q11)

PROGRAMMER: DUMMY QUESTION TO CAPTURE MONTH
PROGRAMMER: ADD DATE OF CALL TO ALL SCREENS

<u>Label</u>	<u>800 #</u>
1-800- ASK- USPS	ASK
USPS Money Movers 800 line	(888-368-4669)
USPS Tracking and Tracing 800 line	1811 ESP
1-800 Stamp 24*	Stamp 24
USPS Website Technical Help*	ICCC
The Postal Inspection Service	Inspection Service (877-876-2455)

*On an interim basis, we plan to insert "USPS 1-800 #."

(ASK TO SPEAK WITH MALE OR FEMALE HEAD OF HOUSEHOLD)

INTRO

Hello, I'm _____ calling on behalf of the United States Postal Service from Convergys Marketing Research. This is not a sales call. We would like to talk to the person who contacted (INSERT 800 NUMBER TYPE) on (INSERT DATE) in order to help improve the service provided to customers. (If necessary: "We are partnering with the Postal Service to gather your opinions about your recent contact experience with the Postal Service. Unfortunately, I am not trained to answer specific Postal questions, only to conduct this survey. If you have Postal questions after this call, please call 1-800-ASK-USPS".)

IF RESPONDENT ASKS HOW WE GOT THEIR PHONE NUMBER, RESPOND WITH:
"The Postal Service provides us with lists of United States Postal Service customers calling the information line. We select a random sample of these customers to survey."

IF RESPONDENT DOES NOT WANT CVG TO CONTACT THEM IN THE FUTURE, RECORD "DO NOT CALLBACK DISPOSITION"

Your phone number will be removed from our survey calling list. Thank you and have a nice day.

- S7 Were you the person who called the (INSERT 800 NUMBER TYPE) number on (INSERT DATE) or was it someone else in your household?
- 1 Yes, I called (CONTINUE)
 - 2 Yes, I called but the system was down (THANK RESPONDENT/END INTERVIEW)
 - 3 Nobody at my house called (THANK RESPONDENT/END INTERVIEW)
 - 4 Someone else in the house (CONTINUE)

(ASK S3 IF PUNCH 4 AT S7; OTHERWISE SKIP TO S6)

- S3 May I please speak to (him/her)?
(ENTER ONE)
- 1 Yes (RE-INTRODUCE)
 - 2 No not available (SCHEDULE CALLBACK)
 - 3 No cannot speak to (THANK RESPONDENT/END INTERVIEW)

INVITATION

INTERVIEWER: Proceed with interview. If respondent does not want to continue, thank respondent and end the interview. If they do not have time, schedule a call back. If they ask how long, please state 5 to 6 minutes.

- S4 Did you talk to a live customer service agent during your call on (INSERT DATE)?
(ENTER ONE)
- 1 Yes (CONTINUE)
 - 2 No (THANK RESPONDENT/END INTERVIEW)
 - DK (THANK RESPONDENT/END INTERVIEW)
 - REF (THANK RESPONDENT/END INTERVIEW)

For your information this conversation may be monitored by my supervisor for quality control purposes only.

ALL DISQUALIFIED RESPONDENTS GET THIS MESSAGE: THANK YOU FOR YOUR WILLINGNESS TO SPEAK WITH ME. THE UNITED STATES POSTAL SERVICE APPRECIATES THE OPPORTUNITY TO SERVE YOU

First, please think about the USPS in general.

OVERALL SATISFACTION WITH USPS®

Q3b Using a scale of 1 to 5 where 1 is not at all satisfied, 5 is extremely satisfied and you may use any number in between, how satisfied are you with the USPS® overall? (If necessary: Please think about every aspect of the USPS® when responding to this question).
(ENTER ONE)

5 Extremely satisfied

4

3

2

1 Not at all satisfied

DK

REF

(MOVED FROM AFTER Q3 TO HERE)

LIKELIHOOD TO RECOMMEND USPS®

Q3C Using a 1 to 5 scale, where 1 is extremely unlikely and 5 is extremely likely or using any number in between, how likely are you to recommend the USPS® to a friend or coworker?
(ENTER ONE.)

5 Extremely likely

4

3

2

1 Extremely unlikely

DK

REF

IF NECESSARY: For the remainder of this survey please base your answers only on the contact that you made to (INSERT 800 NUMBER TYPE) on (INSERT DATE), and not any other contacts you may have had with the United States Postal Service.

MOVED DEMOS TO END

Now, think about the call placed on (INSERT DATE).

REASON FOR CALL

Q2NEW

Please stop me when I reach the category that best describes the PRIMARY reason for your call on (INSERT DATE)?

(READ LIST/ALLOW RESPONDENT TO INTERRUPT WITH A RESPONSE)

(ENTER ONE)

PROGRAMMER: IF DETROIT SAMPLE, ONLY SHOW PUNCHES 1, 3, 5, 6, 7, 9, 10, AND 11

- 1 Mailing Prices & Shipping Services
 - 2 Change of Address
 - 3 Tracking and Delivery confirmation
 - 4 Delivery
 - 5 Postal Hours, Location or phone number
 - 6 Get a ZIP Code
 - 7 Passport information
 - 8 Buy stamps
 - 9 (DNR) Other/None of these
 - 10 Redelivery (DO NOT SHOW IF CVG SAMPLE)
 - 11 Holding Mail (DO NOT SHOW IF CVG SAMPLE)
- DK (THANK & TERMINATE)
REF (THANK & TERMINATE)

MOVED Q2N10 FROM LATER IN THE SURVEY TO HERE

PROGRAMMER: DO NOT ASK Q2N10 IF DETROIT SAMPLE

(ASK Q2N10 IF "OTHER" or "3" or "4" AT Q2NEW; OTHERWISE SKIP TO DIRECTIONAL ABOVE Q2N2)

Q2N10

IF NOT PUNCHES 3 OR 4 AT Q2NEW, ASK: Briefly, what was the reason for your call?

IF PUNCHES 3 OR 4 AT Q2NEW, ASK: What was your (delivery/tracking) question or issue about?

(DO NOT READ)

(ENTER ONE)

OTHER NET: DO NOT SHOW OPTIONS 1-4, 6-10, 22 IF PUNCHES 3 OR 4 AT Q2NEW

- 1 Address information or Verification
- 2 Carrier pickup/Post office pickup
- 3 Click-N-Ship/Online Postage
- 4 Employment
- 5 Insurance claim/refund
- 6 Mailbox Key/Lock
- 7 Money Order
- 8 Order or Purchase Flat Rate Shipping Boxes
- 9 P.O. Box
- 10 Mailing procedures
- 22 Forwarding Mail
- 11 Other (Specify)

DELIVERY/TRACKING NET

- 12 Track/locate/get status of package
- 13 Confirm delivery
- 14 No delivery/lost mail/lost package

- 15 Late/off schedule delivery
- 16 Delivered to wrong address
- 17 Damaged or open
- 18 Fraudulent activity
- 19 Redelivery
- 20 Holding Mail
- 21 Mail carrier/delivery routes

TABBER: Please count punches 12 & 13 at Q2N10 as "Tracking/Delivery conf (punch 3)" at Q2NEW. Please count punches 14-21 as "Delivery (punch 4)" at Q2NEW AND please count forwarding mail as Change of Address at Q2NEW

(ASK Q2N2 IF "1" AT Q2NEW; OTHERWISE SKIP TO DIRECTIONAL ABOVE Q2N3)

Q2N2 Was your question about Domestic or International mailing prices?

(DO NOT READ)

(ENTER ONE)

- 1 Domestic
- 2 International
- 3 Both
- DK
- REF

(ASK Q2N3 IF "2" AT Q2NEW OR "22" AT Q2N10; OTHERWISE SKIP TO DIRECTIONAL ABOVE Q2N9)

Q2N3 Were you trying to submit a new change of address or did you have a question about an existing one?

(DO NOT READ)

(ENTER ONE)

- 1 New
- 2 Existing
- DK
- REF

MOVED Q2N4 AFTER Q2N8

(PROGRAMMER, PLEASE TURN OFF Q2N6, Q2N7, Q2N8, Q2N4)

(ASK Q2N9 IF "12" OR "13" AT Q2N10; OTHERWISE SKIP TO DIRECTIONAL ABOVE Q1A)

Q2N9 Was this package Domestic, International – Outbound, or International - Inbound?

(READ LIST IF NECESSARY)

(ENTER ONE)

- 1 Domestic (sent from one location within the US to another)
- 2 International – Outbound (sent from the US to an International location)
- 3 International – Inbound (sent from an International location to the US)
- DK
- REF

MOVED Q2N10 TO EARLIER IN SURVEY

(PROGRAMMER: IF PUNCH 8 AT Q2NEW OR PUNCH 8 AT Q2N10, AUTOPUNCH "4" AT Q1A AND SKIP TO DIRECTIONAL AT Q6)

Q1a When you called on (INSERT DATE), was it for a...? (If necessary: Which category would that go with?)
(READ LIST)
(ENTER ONE)

- 1 Question
 - 2 Problem
 - 3 Compliment or suggestion
 - 4 To place an order, or
 - 5 Register a complaint
 - 6 (DNR) Get information
- DK
REF

PROGRAMMER: MOVED Q6 FROM LATER IN THE SURVEY TO HERE

PROGRAMMER: MOVED Q6 QUESTION TO THE EFFORT SECTION

MOVED RESOLUTION/CUSTOMER EFFORT SECTION AFTER AGENT EVALUATION SECTION

OVERALL QUALITY OF TRANSACTION EXPERIENCE

For the rest of the survey we will be using a scale of 1 to 5 where 1 is not at all satisfied, 5 is extremely satisfied and you may use any number in between.

Q3a HAS BEEN MOVED UP RIGHT AFTER THE SCREENING QUESTIONS.

Q3 Thinking about the entire call on (INSERT DATE), how satisfied were you with the **overall quality of your customer service experience?**
(ENTER ONE)

- 5 Extremely satisfied
 - 4
 - 3
 - 2
 - 1 Not at all satisfied
- DK
REF

(ROTATING MODULE 3)

PROGRAMMER: ALL RESPONDENTS WILL EITHER GET Q3AA OR Q10C UNLESS DK OR REF AT Q3/Q10)

Q3aa Why did you rate the overall quality of your customer service experience a (INSERT RESPONSE FROM Q3) (INSERT RATING FROM Q3)?
(RECORD RESPONSE)
(CLARIFY IF NEEDED)

(ALLOW DK AND REF)

NOTE: FIRST CALL RESOLUTION (FCR) IS CALCULATED BY USING Q1C ATTRIBUTE "C" AND Q6. (Must say "1" at Q1 and "YES" at Q6). THE ONLY RESPONDENTS ELIGIBLE FOR FCR ARE THOSE WHO RECEIVE BOTH Q6 AND Q1C – IF THEY DO NOT RECEIVE BOTH QUESTIONS, THEY ARE BLANK. RESPONDENT IS "NO" AT FCR IF THEY PUNCH "NO" OR "STILL WAITING" AT Q6 AND RECEIVE Q1C

MOVED Q6 AFTER Q1A

FRONT END EVALUATION/CALL HANDLING

ROTATING MODULE 1

Q8 How satisfied were you with **getting through to the customer service agent**? (If necessary: Please use a scale from 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, and you may use any number between 1 and 5. (ENTER ONE)

- 5 Extremely satisfied
- 4
- 3
- 2
- 1 Not at all satisfied
- DK
- REF

(PROGRAMMER: ASK THIS QUESTION ON AN NTH APPROACH SO THAT EVERY OTHER PERSON GETS ASKED THIS QUESTION – *TEMPORARY QUESTION; MAY BE TURNED OFF*)

ROTATING MODULE 1

Q9B Did the agent place you on hold at any time during your call? (RECORD ONE)

- 1 Yes
- 2 No
- DK
- REF

ROTATING MODULE 1

Q9C Was your call handled by the agent who initially answered the phone, or were you transferred to another agent at any time? (RECORD ONE)

- 1 Initial rep handled – no transfer
- 2 Transferred to another rep
- DK
- REF

AGENT EVALUATION

Q10 Now, please think about the (if "2" at Q9c: last) agent who handled your call on (INSERT DATE). How satisfied were you with the agent's **overall quality of service**? (If necessary: Please use a scale from 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied. (IF NECESSARY: "You may use any number between 1 and 5.") (ENTER ONE)
(INTERVIEWER NOTE: IF RESPONDENT MENTIONS TALKING TO MORE THAN ONE AGENT THEN ASK THEM TO RATE THE LAST AGENT THEY SPOKE TO.)

- 5 Extremely satisfied
- 4
- 3
- 2
- 1 Not at all satisfied
- DK
- REF

(ROTATING MODULE 3)

PROGRAMMER: ALL RESPONDENTS WILL EITHER GET Q3AA OR Q10C UNLESS DK OR REF AT Q3/Q10)

(ASK Q10C IF 1, 2, 3, 4, OR 5 AT Q10; OTHERWISE SKIP TO Q11)

Q10C Why did you rate the agent's overall quality of service a (INSERT RESPONSE FROM Q10) ?
(INSERT RATING FROM Q10)?
(RECORD RESPONSE)
(CLARIFY IF NEEDED)
(ALLOW DK AND REF)

Q11 Again, using the same 1 to 5 scale, how satisfied were you with the agent on the following?
(INSERT ATTRIBUTE)?
(IF NECESSARY: Please use a scale from 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied. You may use a 1, a 5 or any number in between.)
(ENTER ONE FOR EACH)
(ROTATE ATTRIBUTES)

- a. Knowledge of products and services related to your question or concern (if applicable)
- b. Understood your question or concern
- c. Level of courtesy extended
- d. Authority to resolve your question or concern
- e. Provided accurate information
- f. Provided confident responses (If necessary: By "provided confident responses" I mean that the agent did NOT seem unsure of him or herself when providing information)

- 5 Extremely satisfied
- 4
- 3
- 2
- 1 Not at all satisfied
- DK
- REF

MOVED Q11A AFTER Q41

RESOLUTION/CUSTOMER EFFORT

INSERTED Q6 FROM EARLIER IN THE SURVEY

Q6 Was the (INSERT RESPONSE FROM Q1A; PROGRAMMER IF PUNCH 4 CHANGE THE VERBIAGE TO SAY "ORDER", IF PUNCH 5, CHANGE TO SAY "COMPLAINT", IF PUNCH 6/DK/REF, CHANGE TO SAY "ISSUE") you called about (INSERT "RESOLVED" IF PUNCHES 1, 2, 5, 6, OR DK/REF AT Q1A; INSERT "DOCUMENTED TO YOUR SATISFACTION" IF PUNCH 3 OR 4 AT Q1A) ?
(READ LIST)
(ENTER ONE)

- 1 Yes
- 2 No
- 3 Still waiting
- DK
- REF

ROTATING MODULE 1

Q1c Including your most recent call on (INSERT DATE), how many times have you done each of the following regarding this specific (INSERT RESPONSE FROM Q1a; PROGRAMMER IF PUNCH 4 CHANGE THE VERBIAGE TO SAY "ORDER", IF PUNCH 5, CHANGE TO SAY "COMPLAINT", IF PUNCH 6/DK/REF, CHANGE TO SAY "ISSUE")?
(READ LIST)
(RECORD ONE FOR EACH)
(RESPONSE MAY BE 0-100, DK/REF AND MUST BE AT LEAST 1 WITHIN PUNCH C)

- | | # OF TIMES |
|--|------------|
| a. Called your local Post Office™ | _____ |
| b. Visited your local Post Office™ | _____ |
| c. Called a USPS® toll-free number | _____ |
| d. Searched USPS.com® | _____ |
| e. Used the "Email Us" option on USPS.com® | _____ |
| f. Used USPS® Online Chat | _____ |
| g. Talked to your mail carrier | _____ |
| h. Used a mobile application | _____ |
| i. Went to a retail store partner, such as a supermarket, bank, or super store | _____ |

ROTATING MODULE 1

(ASK Q40 IF 8/DK/REF NOT MENTIONED AT Q1b OR IF MUTLIPL E CHANNELS RECEIVE 1 OR MORE AT Q1C; OTHERWISE, SKIP TO Q11A)
(IF ONLY ONE CHANNEL IS PUNCHED AT Q1C; AUTOPUNCH SAME RESPONSE AT Q40 AND SKIP TO Q43. IF 2 OR MORE CHANNELS RECEIVE 1 OR MORE AT Q1C, ONLY LIST THOSE RESPONSES AT Q40)

Q40 What did you try FIRST, before you tried anything else to (IF 1, 2, 5, 6, DK, REF AT Q1a: resolve your issue, IF 3 AT Q1a: offer your compliment/suggestion, IF 4 AT Q1a: place your order)?
(READ LIST IF NECESSARY/ALLOW RESPONDENT TO INTERRUPT WITH A RESPONSE)
(RECORD ONE)

- 1 Called your local Post Office™
 - 2 Visited your local Post Office™
 - 3 Called a USPS® toll-free number
 - 4 Searched USPS.com®
 - 5 Used the "Email Us" option on USPS.com®
 - 6 Used USPS® Online Chat
 - 7 Talked to your mail carrier
 - 8 None of the above (ALWAYS SHOW LAST)
 - 9 Used a mobile application
 - 10 Went to a retail store partner, such as a supermarket, bank, or super store
- DK
REF

ROTATING MODULE 1

ASK Q43 IF PUNCHES 1, 2, 3, OR 4 AT Q40; OTHERWISE SKIP TO DIRECTIONAL ABOVE Q44
SKIP IF "1" PUNCH AT Q1C ATTRIBUTE C AND ALL OTHERS 0/DK/REF

Q43 The first thing you did was (IF PUNCH 1 or 2 AT Q40 INSERT "contact your local post office, IF PUNCH 3 INSERT "call the USPS toll free number", IF PUNCH 4 INSERT "search on USPS.com"). What did or did not happen during or after that first contact which then caused you to make additional contacts regarding this (INSERT RESPONSE FROM Q1A PROGRAMMER IF PUNCH 4 CHANGE THE VERBIAGE TO SAY "ORDER", IF PUNCH 5, CHANGE TO SAY "COMPLAINT", IF PUNCH 6/DK/REF, CHANGE TO SAY "ISSUE")?
(RECORD ONE)
(RANDOMIZE OPTIONS)
(READ LIST IF NECESSARY/ALLOW RESPONDENT TO INTERRUPT WITH A RESPONSE)

USE THIS PICK LIST FOR ALL PUNCHES 1, 2, 3, AND 4 AT Q40

- 1 Your item/mail had not been delivered, haven't received your item/mail, check status of your item/mail/order
- 2 You needed to file a complaint
- 3 The issue you initially contacted the USPS about had still not been resolved
- 4 You did not receive the promised follow up contact
- 5 You didn't like/agree with the information you were provided or found
- 25 Other (Specify) ALWAYS SHOW LAST
- 26 You were referred to the 800# (DO NOT SHOW IF PUNCH 3)
- 27 You were referred to the website (DO NOT SHOW IF PUNCH 4)
- 28 You were referred to the local post office (DO NOT SHOW IF PUNCHES 1 OR 2)
- 29 You had additional questions regarding the same (INSERT SAME VERBIAGE FROM QUESTION WORDING – ORDER/COMPLAINT/ISSUE) that you didn't have in your first contact
- 30 You only got SOME of your questions answered in the first contact (DO NOT SHOW IF PUNCH 4)
- 31 You didn't get ANY of your questions answered in the first contact (DO NOT SHOW IF PUNCH 4)

IF PUNCH 4 (USPS.COM) AT Q40 ADD THIS PICK LIST:

- 6 The information on USPS.com was unclear
- 7 You couldn't find ANY of the information needed on USPS.com
- 8 You couldn't find SOME of the information needed on USPS.com
- 9 You didn't understand the scan information on your item (ONLY LIST IF PUNCH 3 AT Q2NEW OR PUNCH 12 OR 13 AT Q2N10)
- 10 The website didn't have any updated information regarding the status of your item
- 11 You were having technical difficulties on the website (for example, label wouldn't print, wouldn't process transaction, etc.)
- 12 You had a question regarding some or all of the information you found on the website

IF PUNCH 3 (800#) AT Q40 ADD THIS PICK LIST:

- 13 You were told to call back
- 15 You prefer to talk to a live person rather than the automated system
- 16 The agent you spoke with previously was rude/unpleasant/not nice
- 17 The agent you spoke with previously did not understand your issue
- 18 The agent you spoke with previously gave you incorrect information

IF PUNCH 1 OR 2 (VISIT/CALL LPO) AT Q40 ADD THIS PICK LIST:

- 19 You were not able to get through to the local post office
- 20 You didn't want to wait in line at the local post office
- 21 You didn't get all your questions answered by the USPS employee
- 22 The USPS employee you spoke with previously was rude/unpleasant/not nice
- 23 The USPS employee you spoke with previously did not understand your issue
- 24 The USPS employee gave you incorrect information

ASK Q44 IF 1 OR MORE ENTERED AT Q1C PUNCH D; OTHERWISE SKIP TO Q11A

Q44 You mentioned prior to calling you searched USPS.com®. Did you search the Frequently Asked Questions (FAQ) page(s) within the USPS.com® website?
(ENTER ONE)

- 1 Yes
- 2 No
- DK
- REF

PROGRAMMER: MOVED Q11A FROM EARLIER IN THE SURVEY TO HERE

Q11a In the future, if you have a similar (INSERT RESPONSE FROM Q1a: PROGRAMMER IF PUNCH 4 CHANGE THE VERBIAGE TO SAY "ORDER", IF PUNCH 5, CHANGE TO SAY "COMPLAINT", IF PUNCH 6/DK/REF, CHANGE TO SAY "ISSUE"), which method would you prefer to use?
(READ LIST/ALLOW RESPONDENT TO INTERRUPT WITH A RESPONSE)
(PROGRAMMER: ROTATE ATTRIBUTES)
(RECORD RESPONSE)
(ENTER ONE)

- 1 Call a USPS® toll-free number
- 2 Search USPS.com®
- 3 Visit my local Post Office™
- 4 Call my local Post Office™
- 5 Use the "Email Us" option on USPS.com®
- 6 USPS® Online Chat

- 7 Talk to my mail carrier
- 8 or Some other method (Please Specify) (ALWAYS SHOW LAST)
- 9 (DO NOT READ) No preference (ALWAYS SHOW LAST)
- 10 Use a mobile application
- 11 Go to a retail partner store, such as a supermarket, bank, or super store
DK

Q24A How likely are you to select the USPS® for your next shipping need? By shipping need we are referring to envelope/package shipping, not mailing letters, cards, etc through First-Class Mail®.
(ENTER ONE)

- 5 Extremely likely
- 4
- 3
- 2
- 1 Extremely unlikely
DK
REF

Q25A-Q28A ARE INCLUDED IN ROTATING MODULE 2

ASK Q25A IF PUNCH 4 OR 5 SELECTED AT Q3C OTHERWISE SKIP TO DIRECTIONAL ABOVE Q26A

Q25A Have you ever recommended the USPS® to anyone?
(ENTER ONE)

- 1 Yes
- 2 No
DK
REF

ASK Q26A IF PUNCH 1 OR 2 SELECTED AT Q3C OTHERWISE SKIP TO DIRECTIONAL ABOVE Q27A

Q26A Have you ever discouraged someone from using the USPS®?
(ENTER ONE)

- 1 Yes
- 2 No
DK
REF

ASK Q27A IF PUNCH 1 ENTERED AT Q25A OR Q26A; OTHERWISE SKIP TO Q1

Q27A How did you communicate your feelings in (IF PUNCH 1 AT Q25A ENTER “recommending the USPS®”, IF PUNCH 1 AT Q26A ENTER “discouraging the use of the USPS®”) most recently?

(SELECT ALL THAT APPLY)
(READ LIST)

PROGRAMMER: RANDOMIZE LIST, ALWAYS SHOW PUNCH 7 “OTHER” LAST
ALLOW DK/REF

- 1 Word of mouth (told someone about the experience in conversation – in person, phone, email, text, etc.)

- 2 Posted on your Facebook page/wall
- 3 Posted on your Myspace page
- 4 Posted on the USPS® Facebook page
- 5 Twitter
- 6 Blogged on an online forum
- 7 Other (*specify*) ALWAYS SHOW LAST

ASK Q28A IF PUNCHES 1, 2, 3, 5, 6, AND/OR 7 AT Q27A; OTHERWISE SKIP TO Q1

Q28A Approximately how many people (IF PUNCH 1 AT Q27A ENTER “did you talk to about your feelings regarding the USPS®”, IF PUNCH 2 AT Q27A ENTER “are you friends with on Facebook”, IF PUNCH 3 AT Q27A ENTER “are you friends with on Myspace”, IF PUNCH 5 AT Q4 ENTER “follow you on Twitter”, IF PUNCH 6 AT Q27A ENTER “read your blog”, IF PUNCH 7 AT Q27A ENTER RESPONSE)?

(ENTER RESPONSE FOR EACH)

ALLOW DK/REF

PROGRAMMER: ONLY SHOW IF SELECTED PUNCHES 1, 2, 3, 5, 6, OR 7 AT Q27A

PROGRAMMER: ALLOW RESPONDENTS TO ENTER 0 TO 999,999

- 1 Conversation _____
- 2 Facebook _____
- 3 Myspace _____
- 4 Twitter _____
- 5 Blog _____
- 6 Other _____

DEMOGRAPHICS

ONLY ASK DEMOGRAPHICS OF ALL CUSTOMERS

Q1 Did you call for business or personal reasons?
(ENTER ONE)

- 1 Yourself/another person (personal reasons)
- 2 Business
- 3 (DO NOT READ) Both
- DK
- REF

ASK Q29 IF PUNCH 1, 2, OR 3 SELECTED AT Q1; OTHERWISE SKIP TO DIRECTIONAL ABOVE Q1D

Q29 Approximately how much money (IF PUNCH 1 AT Q1 ENTER “do you personally” IF PUNCH 2 AT Q1 ENTER “does your company”, IF PUNCH 3 AT Q1 ENTER “do you personally spend and does your company”) spend with the USPS® in a typical year?
(ENTER ONE FOR EACH)

PROGRAMMER: ALLOW RESPONDENT TO ENTER 0-999,999

- 1 Personally _____
- 2 Company _____
- DK
- REF

ASK IF PUNCH 2 AT Q1; OTHERWISE SKIP TO Q1E

Q1d About how many people are employed at your business location?

(RECORD REPOSE)

PROGRAMMER: ALLOW RESPONDENTS TO ENTER 1-50,000

DK
REF

Q1e Please stop me when I reach the category that best describes your age?
(READ LIST)
(ENTER ONE)

- 1 Under 25
 - 2 25-34
 - 3 35-44
 - 4 45-54
 - 5 55-64
 - 6 65+
- REF

Q1f What is the highest level of education you have completed?
(READ LIST)
(ENTER ONE)

- 1 Less than high school
 - 2 High school degree
 - 3 Some college
 - 4 4-year college degree
 - 5 Post-Graduate
- REF

Q18 May I please have your ZIP Code?
(RECORD 5 DIGIT ZIP CODE)

DK
REF

SERVICE OPPORTUNITY SOLUTION – SOS ALERT

ISSUE SOS ALERT FOR CVG LIVE AGENT IF RATING OF “1” ON Q3 AND Q3C AND PUNCH “2” AT Q6

Q20A Would you like to be contacted by a USPS representative as a follow up since your issue was not resolved?
(ENTER ONE)

- 1 Yes
- 2 No

ASK Q21A IF PUNCH 1 AT Q20A; OTHERWISE SKIP TO CLOSING

Q21A To help address your needs what specific issues would you like to discuss when you are contacted?

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Q22A May I please have your first and last name?
(RECORD RESPONSE)

Q23A May I have a telephone number where you can be reached during normal business hours
Monday through Friday?
(RECORD PHONE NUMBER)

ALERT DUMMY QUESTIONS

QAlert- Alert

- 1 Yes (Set if Alert assigned)
- 2 No (Set if Alert not assigned)

DQASTAT- Status

- 1 New (Set if Alert assigned)
- 2 In progress
- 3 Closed

DQDISPO- Disposition

- 1 New (Set if Alert assigned)
- 2 Pending – Case being worked, follow-up required
- 3 Pending – 1st attempt to call customer
- 4 Pending – 2nd attempt to call customer
- 5 Pending – 3rd attempt to call customer
- 6 Closed – Action Taken to Satisfy Customer
- 7 Closed – Additional action taken to satisfy – nonspecific
- 8 Closed – Additional action taken to satisfy – agent issue
- 9 Closed – Additional action taken to satisfy – policy issue
- 10 Closed – No additional action taken to satisfy – nonspecific
- 11 Closed – No additional action taken to satisfy – agent issue
- 12 Closed – No additional action taken to satisfy – policy issue
- 13 Closed – Customer could not be satisfied – nonspecific
- 14 Closed – Customer could not be satisfied – agent issue
- 15 Closed – Customer could not be satisfied – policy issue
- 16 Closed – Unable to contact customer after final attempt
- 17 Closed – Customer refused the callback
- 18 Closed – Invalid phone number
- 19 Closed – No contact attempts made / No action taken
- 20 Closed – Other

ALERT TEXT BOXES (RESPONSE CODED)

QACOMM Text box for General Comments

ALERT FIXED FIELDS

FXLASTUPD Holds Last updated, unset
FXANYLCL Holds finalized/Closed, unset
NMANYLFD Holds time to first dispo, unset
NMANYLOP Holds open duration, unset
FXALRTOW Holds first saved by, set to Unassigned
FXAEMPCL Holds last closed by, set to Unassigned
FXAEMPNM Holds last saved by, set to Unassigned

CLOSING

Thank you for participating in this USPS® survey. Your feedback will help the Postal Service continue to improve the service provided to customers. Have a nice day/evening.

Q19 DO NOT ASK (RECORD GENDER)
(ENTER ONE)

- 1 Male
- 2 Female

ISSUE POTB IF A RATING OF A “5” ON ALL AGENT ATTRIBUTES (Q10 AND ALL OF Q11)

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