

USPS Live Agent NPA Survey Questions

QUESTION #	QUESTION TYPE	QUESTION CATEGORY	QUESTION WORDING
	Message	Greeting	Thank you for taking the survey. Your opinion matters. This will be a brief 5 question survey to gain feedback on your call experience with the USPS customer service representative.
Q1	Ranking Question (1-5)	OSAT	Please tell us how satisfied you were with the overall experience provided by the USPS contact center, with 1 being very dissatisfied and 5 being very satisfied.
Q2	Ranking Question (0-10)	Likely To Recommend	Thinking about your recent experience with the contact center, how likely are you to recommend the USPS to a friend or colleague, with 0 being not at all likely and 10 being extremely likely.
Q3	Ranking Question (1-5)	Knowledge	Thinking about the customer service representative, please indicate your agreement that the representative was knowledgeable with 1 being Strongly Disagree and 5 Strongly Agree.
Q4	Ranking Question (1-5)	Issue Resolution Needs	How satisfied were you that the agent understood your needs. With 1 being very dissatisfied and 5 being very satisfied.
Q5	Ranking Question (1-5)	Issue Resolution Response	Thinking about the reason why you called and using the same 1 to 5 scale, how satisfied were you with the agent's response.
	Yes/No	Free Text Comment	Finally, if you'd like to leave a recorded message with your feedback, say 'yes' or press 1. If you don't wish to leave any comments, say 'no' or press 2. If 'Yes' play the following: Please record your comment after the tone. Your message may be up to 2 minutes in length. Please press pound when you are done.
	Message	Closing	Thank you for taking our survey. We value your feedback.