



IRIS Call Center Assessment Survey

1. Customer Service Representative (CSR) was aware of and understood a relay call was in process.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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2. CSR used proper pronouns when referring to the interpreter and the deaf customer.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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3. Deaf customer did not feel rushed by CSR when the relay call was in process

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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4. Company had a "Relay Only" line designated for deaf customers using relay.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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The assessment survey goes on from here, covering many more topics, providing your IRIS representative a good base of information on which to develop a customized training program for your company.

Contact Us Today to schedule your company's Assessment
or simply to learn more about our services.

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