

## Request for Records Disposition Authority

Records Schedule Number      **DAA-GRS-2017-0002**  
Schedule Status                 **Approved**

Agency or Establishment        **General Records Schedules (National Archives and Records Administration)**

Record Group / Scheduling Group   **General Records Schedules**

Records Schedule applies to    **Agency-wide**

Schedule Subject                 **GRS 6.5: Public Customer Service Records**

Internal agency concurrences will be provided      **No.**

Background Information            **This schedule covers records an agency creates or receives while providing customer service to the public. Federal agencies that provide direct services to the public operate customer call centers or service centers to assist external customers. They may provide customer support through telephone discussions (toll-free numbers), dialogue (via chat), and email.**

### Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
2	0	2	0

### GAO Approval

## Outline of Records Schedule Items for DAA-GRS-2017-0002

Sequence Number	
1	Public customer service operations records. Disposition Authority Number: DAA-GRS-2017-0002-0001
2	Customer/client records. Disposition Authority Number: DAA-GRS-2017-0002-0002

## Records Schedule Items

Sequence Number

1

**Public customer service operations records.**

Disposition Authority Number      **DAA-GRS-2017-0002-0001**

Records from operating a customer call center or service center providing services to the public. Services may address a wide variety of topics such as understanding agency mission-specific functions or how to resolve technical difficulties with external-facing systems or programs. Includes: • incoming requests and responses • trouble tickets and tracking logs • recordings of call center phone conversations with customers used for quality control and customer service training • system data, including customer ticket numbers and visit tracking • evaluations and feedback about customer services • information about customer services, such as "Frequently Asked Questions" (FAQs) and user guides • reports generated from customer management data • complaints and commendation records; customer feedback and satisfaction surveys, including survey instruments, data, background materials, and reports. Exclusion 1: Records of call or service centers the public uses to provide tips or allegations to oversight and enforcement agencies/offices. Agencies must schedule these records on an agency-specific schedule. Exclusion 2: Reports that recommend changes or revisions to an agency's customer service operation; agencies must schedule these records on an agency-specific schedule.

Final Disposition                      **Temporary**

Item Status                              **Active**

Is this item media neutral?          **Yes**

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?      **Yes**

Do any of the records covered by this item exist as structured electronic data?                      **Yes**

Manual Citation	Manual Title
<b>GRS 6.5, item 010</b>	

GRS or Superseded Authority Citation      **GRS 14, dated 1952 , item 5**

Disposition Instruction

Retention Period                      **Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.**

2

**Additional Information**

GAO Approval **Not Required**

**Customer/client records.**

Disposition Authority Number **DAA-GRS-2017-0002-0002**

**Distribution lists used by agency to deliver specific goods or services. Records include:** • contact information for customers or clients • subscription databases for distributing information such as publications and data sets produced by the agency • files and databases related to constituent and community outreach or relations • sign-up, request, and opt-out forms

Final Disposition **Temporary**

Item Status **Active**

Is this item media neutral? **Yes**

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **Yes**

Do any of the records covered by this item exist as structured electronic data? **Yes**

Manual Citation	Manual Title
GRS 6.5, item 020	

GRS or Superseded Authority Citation **GRS 13 , dated 1952, item 5 / A  
GRS 13 , dated 1952, item 5 / B**

**Disposition Instruction**

Retention Period **Delete when superseded, obsolete, or when customer requests the agency to remove the records.**

**Additional Information**

GAO Approval **Not Required**

## Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

## Signatory Information

Date	Action	By	Title	Organization
12/09/2016	Certify	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
05/16/2017	Submit for Concurrence	Katherine Kim	Appraisal Archivist	National Archives and Records Administration - Records Management Services
05/19/2017	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
05/19/2017	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
05/22/2017	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist

## GENERAL RECORDS SCHEDULE 6.5: Public Customer Service Records

This schedule covers records an agency creates or receives while providing customer service to the public. Federal agencies that provide direct services to the public operate customer call centers or service centers to assist external customers. They may provide customer support through telephone discussions (toll-free numbers), dialogue (via chat), and email.

Item	Records Description	Disposition Instruction	Disposition Authority
010	<p><b>Public customer service operations records.</b></p> <p>Records from operating a customer call center or service center providing services to the public. Services may address a wide variety of topics such as understanding agency mission-specific functions or how to resolve technical difficulties with external-facing systems or programs. Includes:</p> <ul style="list-style-type: none"> <li>• incoming requests and responses</li> <li>• trouble tickets and tracking logs</li> <li>• recordings of call center phone conversations with customers used for quality control and customer service training</li> <li>• system data, including customer ticket numbers and visit tracking</li> <li>• evaluations and feedback about customer services</li> <li>• information about customer services, such as “Frequently Asked Questions” (FAQs) and user guides</li> <li>• reports generated from customer management data</li> <li>• complaints and commendation records; customer feedback and satisfaction surveys, including survey instruments, data, background materials, and reports.</li> </ul> <p><b>Exclusion 1:</b> Records of call or service centers the public uses to provide tips or allegations to oversight and enforcement agencies/offices. Agencies must schedule these records on an agency-specific schedule.</p> <p><b>Exclusion 2:</b> Reports that recommend changes or revisions to an agency’s customer service operation; agencies must schedule these records on an agency-specific schedule.</p> <p><b>Supersedes:</b> GRS 14, item 5 (GRS 14, 1952, item 5)—in part</p>	<p><b>Temporary.</b> Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.</p>	<p>DAA-GRS-2017-0002-0001</p>
020	<p><b>Customer/client records.</b></p> <p>Distribution lists used by an agency to deliver specific goods or services. Records include:</p> <ul style="list-style-type: none"> <li>• contact information for customers or clients</li> <li>• subscription databases for distributing information such as publications and data sets produced by the agency</li> <li>• files and databases related to constituent and community outreach or relations</li> <li>• sign-up, request, and opt-out forms</li> </ul>	<p><b>Temporary.</b> Delete when superseded, obsolete, or when customer requests the agency to remove the records.</p>	<p>DAA-GRS-2017-0002-0002</p>

GRS 6.5, Public Customer Service Records, page 2

	<b>Supersedes:</b> GRS 13, item 4a (GRS 13, 1952, item 5a) GRS 13, item 4b (GRS 13, 1952, item 5b)		
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xxx 2017

General Records Schedule 6.5

New GRS				Old GRS			
6.5	010	1 year	DAA-GRS-2017-0002-0001	14	5	3 months	GRS 14, 1952, item 5 (in part)
6.5	020	Superseded	DAA-GRS-2017-0002-0002	13	4a	revision or 3 months	GRS 13, 1952, item 5a
				13	4b	cancelled or revised	GRS 13, 1952, item 5b