

## SPP Request Management System Survey (Q3, 2016)

**Respondents:** 84 displayed, 84 total

**Status:** Closed

**Launched Date:** 06-30-2016

**Closed Date:** 09-30-2016

**Display:**

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### 1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Somewhat Dissatisfied	1	1%
Somewhat Satisfied	9	11%
Very Satisfied	74	88%
<b>Total Respondents</b>		<b>84</b>

### 2. Resolved?



	Response Total	Response Percent
Yes	83	99%
No	1	1%
<b>Total Respondents</b>		<b>84</b>

### 3. Resolution Comment

	Full Response
1. I'm happy with the answer.	<a href="#">VIEW</a>
2. None	<a href="#">VIEW</a>
3. It really wasn't a request, I was just submitting comments.	<a href="#">VIEW</a>
4. Lack of detailed explanation	<a href="#">VIEW</a>

### 4. Please let us know how we did at the following:

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	2% (2)	17% (14)	81% (68)	84
b. Exhibiting a professional attitude	0% (0)	0% (0)	14% (12)	86% (72)	84
c. Demonstrating sufficient knowledge	0% (0)	1% (1)	15% (13)	83% (70)	84
d. Delivering a timely solution	1% (1)	4% (3)	19% (16)	76% (64)	84
e. Delivering a quality solution	0% (0)	2% (2)	14% (12)	83% (70)	84
f. Resolving your issue	0% (0)	1% (1)	17% (14)	82% (69)	84
<b>Total Respondents</b>					<b>504</b>

5. Do you have any suggestions for improving our service?	Full Response
1. It was terrific and very fast. No improvements necessary.	<a href="#">VIEW</a>
2. May be more Knowledgebase article for API usage. 	<a href="#">VIEW</a>
3. Not at this time	<a href="#">VIEW</a>
4. none	<a href="#">VIEW</a>
5. 5 days are too much to resolve any query, It should be within a day or two 	<a href="#">VIEW</a>
6. This was great so no!	<a href="#">VIEW</a>
7. Not at this time.	<a href="#">VIEW</a>
8. None, Clint did an excellent job addressing the several questions we had.	<a href="#">VIEW</a>
9. Certainly not in this case. Temujin responded very quickly and even went a step further to provide how to find further information.	<a href="#">VIEW</a>
10. Nope. Can't get much better.	<a href="#">VIEW</a>
11. Not at this time	<a href="#">VIEW</a>
12. The RMS system has worked very well for me in my experiences with it.	<a href="#">VIEW</a>
13. All good!	<a href="#">VIEW</a>
14. Having the ability to talk to personnel responding to resolve the RMS ticket would help in some cases to speed-up communication and fill gaps.	<a href="#">VIEW</a>
15. Using RMS for providing comments is very cumbersome. You really have to want to make a comment to use the tool.	<a href="#">VIEW</a>
16. Answers could be more precise and related to the specific question rather than general answers.	<a href="#">VIEW</a>
17. None. You have awesome people supporting Market Participants, e.g. Ms. Lorie Bailey.	<a href="#">VIEW</a>
18. None, Great job!	<a href="#">VIEW</a>
19. No - my issue was resolved exactly as I expected.	<a href="#">VIEW</a>
20. (It would have been nice, if I didn't have to use RMS.)	<a href="#">VIEW</a>
21. Everything looks good to me in process	<a href="#">VIEW</a>

6. Please provide any additional comments about your service experience.	Full Response
1. Thanks for the very quick and accurate response.	<a href="#">VIEW</a>
2. Thank you	<a href="#">VIEW</a>
3. Lorie was great! Even gave me a call to make sure I was taken care of after she replied to my RMS.	<a href="#">VIEW</a>
4. excellent and fast!	<a href="#">VIEW</a>
5. very quick responses and addressing my questions. congratulations on your service and thank you for continuing with such level of performance	<a href="#">VIEW</a>
6. Good Job.	<a href="#">VIEW</a>
7. Great experience.	<a href="#">VIEW</a>
8. None	<a href="#">VIEW</a>
9. Thank you Julia!	<a href="#">VIEW</a>
10. I'm happy with the answer	<a href="#">VIEW</a>

11.	Gerald was very quick and very helpful	<a href="#">VIEW</a>
12.	Thank you, Yasser. I appreciate the effort and timeliness.	<a href="#">VIEW</a>
13.	Debbie was great -- short and to the point, just pointed me to the report I needed.	<a href="#">VIEW</a>
14.	Thanks for the assistance	<a href="#">VIEW</a>
15.	Thank you for all the detail you put into your responses and the conference call. It was very good and we all appreciate it.	<a href="#">VIEW</a>
16.	Thank you!	<a href="#">VIEW</a>
17.	The person who I worked with was great, understood exactly what was needed, and resolved it quickly. However, I think it was several days before that person got the assignment. I think getting the request to whomever it needs to go to may need some improvement.	<a href="#">VIEW</a>
18.	I have submitted many RMS tickets and am always impressed with the experience. SPP is much better than other markets I tried to get info out of.  Thanks guys and gals!	<a href="#">VIEW</a>
19.	Excellent. Lorie Bailey is always helpful. I know she will do what it takes to get the issue resolved. Always a great experience. Thanks	<a href="#">VIEW</a>
20.	Keep up the great work!	<a href="#">VIEW</a>
21.	Thanks for your efforts!	<a href="#">VIEW</a>
22.	In case of my last RMS ticket 27376 for testing Schedule Data API download, I have to appreciate Wendy Reynolds for all her effort to work closely to help resolve the issue. And kudos to the SPP support team for channeling the issue appropriately for a timely resolution.	<a href="#">VIEW</a>
23.	Every RMS Ticket I have submitted has been up to my expectation, if not, above.	<a href="#">VIEW</a>
24.	SPP congestion team is THE BEST!!	<a href="#">VIEW</a>
25.	Response was quick and appreciated the request for feedback if it worked	<a href="#">VIEW</a>
26.	excellent as always	<a href="#">VIEW</a>
27.	Fast resolution.	<a href="#">VIEW</a>
28.	Fast resolution.	<a href="#">VIEW</a>
29.	Dear SPP Customer Relations Team:  I would like to commend one of your employees, Ms. Lorie Bailey.  Ms. Bailey was very helpful addressing in a timely manner an issue with Portal Access (MTE and PROD), and navigation for myself and other users from my organization. I genuinely appreciate her patience, willingness, energy and knowledge addressing my inquiry.  I am the LSA for my organization and I have been trying to take care of this issue for a while now. On behalf of myself, and my organization, please accept my most sincere thanks.  Sincerely,  Sergio Gonsales LSA, Z210	<a href="#">VIEW</a>
30.	The support was very good. Thanks!	<a href="#">VIEW</a>
31.	Good service and application of RMS. My issue was not time sensitive. RMS got the issue in front of SPP to address as time allowed. Thank you to the Regulatory folks.	<a href="#">VIEW</a>
32.	Lori was great as always!	<a href="#">VIEW</a>
33.	satisfied with the current process	<a href="#">VIEW</a>