

SPP Request Management System Survey (Q4, 2016)

Respondents: 46 displayed, 46 total

Status: Closed

Launched Date: 09-30-2016

Closed Date: 01-03-2017

Display:

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1. Satisfaction

		Response Total	Response Percent
Very Dissatisfied		1	2%
Somewhat Dissatisfied		2	4%
Somewhat Satisfied		4	9%
Very Satisfied		39	85%
Total Respondents		46	

2. Resolved?

		Response Total	Response Percent
Yes		44	96%
No		2	4%
Total Respondents		46	

3. Resolution Comment

	Full Response
1.	<p>My issues are with IssueTrak itself not the actual people/service. It is very difficult to follow. Things often get missed. On more than one occasion I have been asked for something in IssueTrak. I immediately provide it then days later they tell me they will be closing the ticket if they do not get my reply.</p> <p>If I have more than one issue at a time and 2 tickets get opened then it is a real mess.</p> <p>I've had tickets closed and SPP replies after that. Very confusing.</p>
2.	<p>It took too long to even be looked at. I called then it was looked into and followed up on well. They found the problem but wanted me to open a new dispute ticket which I didn't have access to and took more time and the additional time for a new ticket after 2 weeks and 2 days of the original ticket sitting.</p>

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

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	2% (1)	0% (0)	17% (8)	80% (37)	46
b. Exhibiting a professional attitude	2% (1)	0% (0)	4% (2)	93% (43)	46
c. Demonstrating sufficient knowledge	2% (1)	0% (0)	7% (3)	91% (42)	46
d. Delivering a timely solution	7% (3)	9% (4)	11% (5)	74% (34)	46
e. Delivering a quality solution	4% (2)	2% (1)	11% (5)	83% (38)	46
f. Resolving your issue	4% (2)	0% (0)	11% (5)	85% (39)	46
Total Respondents					276

5. Do you have any suggestions for improving our service?		Full Response
1.	Perhaps SPP could use a shared email address and create a journal that will store all emails. That way people's inboxes can be cleaned up while knowing that the journal will archive all emails.	VIEW
2.	No	VIEW
3.	Upon initiating contact with SPP, I went several days without receiving a response. The person that I tried contacting had reached out to me a year earlier concerning the same subject, therefore, I considered him the contact person. I eventually went to SPP's Website and the operator got me in contact with my Customer Representative. She did a wonderful job getting me in contact with the person who was knowledgeable about my question. My issue is with my emails and phone calls not being returned. That's not professional and it causes the customer a lot of wasted time. I would suggest a mandate that all calls and emails be returned in a timely manner if only to say that you received our inquiry.	VIEW
4.	None	VIEW
5.	I'm grateful that someone from SPP contacted me in response to my questions and followed up by phone as some of my questions were still unresolved after an initial email exchange, but two months seems a bit long to get my questions fully answered in the course of two exchanges. Ultimately though, I'm just glad to have my questions answered.	VIEW
6.	No	VIEW
7.	worked well	VIEW
8.	The response was somewhat timely, but a quicker response would be even better!	VIEW
9.	No doing great	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	As mentioned before, I am using this forum to voice my dissatisfaction with IssueTrak. My issues do get resolved but I feel IssueTrak gets in the way. All of my answers in this survey are towards IssueTrak.	VIEW
2.	Great as always	VIEW
3.	My ticket was resolved by Will Tootle, he responded very promptly. My question was about a model that actually was not an SPP model, he knew that it was an OASIS model and told me to reach out to them for access.	VIEW
4.	RMS is a wonderful tool. However, I wasn't registered when I received my first RMS answer. Therefore every time our SPP contact sent me a note, I couldn't receive it. When I would login to my newly created registration, it never got me to the help that your contact person was trying to assist me with.	VIEW
5.	Well done. Responded quickly and with helpful information. Kudos to SPP. And thanks very much.	VIEW
6.	I appreciate Lorie's and Don's effort in helping me resolve my issue. Still not exactly sure why things did not initially work out for my portal access, but they spent a lot of time with me and IT trying to get things working.	VIEW
7.	Laurie did a great job and has been more than patient as I stumble through the process. thanks!!	VIEW
8.	I appreciate the level of attention brought to answer the questions and willingness to ensure we were fully satisfied with SPP's responses.	VIEW
9.	Cory was very nice, professional, and helpful.	VIEW
10.	appreciated the quick response.	VIEW

11.	Great teamwork and fast responses. Great work.	VIEW
12.	SPP staff very prompt and professional as always	VIEW
13.	Was resolve very quickly	VIEW
14.	Ricky Finkbeiner is responsive and thorough. Basically, he is great and an asset to you team.	VIEW
15.	I appreciate how quickly my question was answered.	VIEW
16.	Good experience overall.	VIEW
17.	Service was great!	VIEW