

SPP Request Management System Survey (GI Q1, 2017)

Respondents: 61 displayed, 61 total

Status: Closed

Launched Date: 01-03-2017

Closed Date: 03-31-2017

Display:

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1. Satisfaction

		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		2	3%
Somewhat Satisfied		7	11%
Very Satisfied		52	85%
Total Respondents			61

2. Resolved?

		Response Total	Response Percent
Yes		60	98%
No		1	2%
Total Respondents			61

3. Resolution Comment

		Full Response
1.	I understand that up-line system take time to pass the information on, but if I sent the request to the wrong place it would be nice if it could get passed along or the question asked of the department that has the information in hand.	VIEW
2.	I am still unable to use webex. So far i have had no help from cisco. will keep trying.	VIEW

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

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	2% (1)	13% (8)	85% (52)	61
b. Exhibiting a professional attitude	0% (0)	0% (0)	7% (4)	93% (57)	61
c. Demonstrating sufficient knowledge	0% (0)	3% (2)	7% (4)	90% (55)	61
d. Delivering a timely solution	2% (1)	7% (4)	11% (7)	80% (49)	61
e. Delivering a quality solution	2% (1)	2% (1)	11% (7)	85% (52)	61
f. Resolving your issue	2% (1)	3% (2)	10% (6)	85% (52)	61
Total Respondents					366

5. Do you have any suggestions for improving our service?		Full Response
1.	Post the correct files the first time.	VIEW
2.	not sure its really SPP's issue but I would have thought someone at SPP used a MAC and would know what to do.	VIEW
3.	None - Everything went great.	VIEW
4.	None	VIEW
5.	Absolute perfection; nothing to improve.	VIEW
6.	Being a first time user to the RMS ticket process, I found the steps to initiate and to close a ticket to be somewhat confusing. Additional instruction and confirmation messages to the user would be helpful.	VIEW
7.	I accidentally closed out the request. The close button did not give me a second chance or confirmation dialog that would have saved me from my error. Maybe this user enhancement can be included with any and all close or delete functions?	VIEW
8.	I think this is a good way to resolve simple questions - however, I still think I would have been even more comfortable if I was able to have a conversation with an SPP representative. Perhaps a contact number for follow up could be provided.	VIEW
9.	None. The level of professionalism and knowledge demonstrated was excellent.	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Don is an extremely reliable and valuable contact for OGE. He is my go-to-person at SPP when I need to find an answer or resolve an issue. Glad to have him assisting OG&E. Thanks, Shawn McBroom	VIEW
2.	Lorie ran this down for us, thanks Lorie!	VIEW
3.	Many thanks to Angie and Tanya!	VIEW
4.	Always a great customer experience. Issues or questions are dealt with in an extremely quick manner and is greatly appreciated.	VIEW
5.	For a simple question, this service seems overly complicated and resulted in about 10 emails.	VIEW
6.	Same day solution was provided. Thanks!	VIEW
7.	Great job by Brad in getting back to me	VIEW
8.	I appreciated the follow-up phone call from Brad Johnston to make sure our question was answered before the ticket was closed. I don't expect this every time, but it was welcomed.	VIEW
9.	Thanks Gary!	VIEW
10.	I'm consistently impressed with SPP's staff.	VIEW
11.	Ty Mitchell and Micha Bailey have been patient listening to our arguments and understanding the approach that we are proposing. We very much appreciate that.	VIEW
12.	Want to give special thanks to Julia Sites, and the team supporting her, for such great responsiveness. Thank!	VIEW
13.	[No Answer Entered]	VIEW
14.	Lori was very patient in getting me tracked down. Very much appreciated.	VIEW
15.	My mistake should not reflect on anyone's performance with my issue.	VIEW
16.	The service provided by Lorie Bailey was exceptional. She always had a thorough and timely response. She explained the forms and each step in the process. She is very knowledgeable about the process and I felt confident that she was giving me the correct information. She followed up to ensure that I had access in each environment. Great job!	VIEW

SPP Request Management System Survey (PRJQ1, 2017)

Respondents: 4 displayed, 4 total

Status: Closed

Launched Date: 01-03-2017

Closed Date: 03-31-2017

Display:

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1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Somewhat Dissatisfied	0	0%
Somewhat Satisfied	0	0%
Very Satisfied	4	100%
Total Respondents		4

2. Resolved?

	Response Total	Response Percent
Yes	4	100%
No	0	0%
Total Respondents		4

3. Resolution Comment

No responses were entered for this question.	
Total Respondents	0
(skipped this question)	
	4

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

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	25% (1)	75% (3)	4
b. Exhibiting a professional attitude	0% (0)	0% (0)	25% (1)	75% (3)	4
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	25% (1)	75% (3)	4
d. Delivering a timely solution	0% (0)	0% (0)	25% (1)	75% (3)	4
e. Delivering a quality solution	0% (0)	0% (0)	25% (1)	75% (3)	4
f. Resolving your issue	0% (0)	0% (0)	25% (1)	75% (3)	4
Total Respondents					24

5. Do you have any suggestions for improving our service?	
No responses were entered for this question.	
Total Respondents	0
(skipped this question)	4

6. Please provide any additional comments about your service experience.	
No responses were entered for this question.	
Total Respondents	0
(skipped this question)	4

SPP Request Management System Survey (NFCQ1, 2017)

Respondents: 3 displayed, 3 total

Status: Closed

Launched Date: 01-03-2017

Closed Date: 03-31-2017

Display:

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1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Somewhat Dissatisfied	0	0%
Somewhat Satisfied	0	0%
Very Satisfied	3	100%
Total Respondents		3

2. Resolved?

	Response Total	Response Percent
Yes	3	100%
No	0	0%
Total Respondents		3

3. Resolution Comment

No responses were entered for this question.	
Total Respondents	0
(skipped this question)	
	3

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

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	0% (0)	100% (3)	3
b. Exhibiting a professional attitude	0% (0)	0% (0)	0% (0)	100% (3)	3
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	0% (0)	100% (3)	3
d. Delivering a timely solution	0% (0)	0% (0)	0% (0)	100% (3)	3
e. Delivering a quality solution	0% (0)	0% (0)	0% (0)	100% (3)	3
f. Resolving your issue	0% (0)	0% (0)	0% (0)	100% (3)	3
Total Respondents					18

5. Do you have any suggestions for improving our service?

No responses were entered for this question.	
Total Respondents	0
(skipped this question)	
	3

6. Please provide any additional comments about your service experience.	Full Response
1. Thank you very much for your timely and helpful responses to my questions. I truly appreciate it!	VIEW

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