

Survey Results -- Overview

SPP Request Management System Survey		General Inquiry, Q1	
Respondents: 31 displayed, 31 total	Status: Closed		
Launched Date: 04-01-2018	Closed Date: 07-10-2018		
Display: Display all pages and questions	Manage Filters		

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied	<div style="width: 10%; height: 10px; background-color: #FFD700;"></div>	3	10%
Very Satisfied	<div style="width: 90%; height: 10px; background-color: #FFD700;"></div>	28	90%
Total Respondents			31

2. Resolved?			
		Response Total	Response Percent
Yes	<div style="width: 97%; height: 10px; background-color: #FFD700;"></div>	30	97%
No	<div style="width: 3%; height: 10px; background-color: #FFD700;"></div>	1	3%
Total Respondents			31

3. Resolution Comment		Full Response
1.	SPP should consider offering auto-debit for the payment of invoices. Galt is set up with auto-debit in other ISOs/	VIEW

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	3% (1)	13% (4)	84% (26)	31
b. Exhibiting a professional attitude	0% (0)	3% (1)	6% (2)	90% (28)	31
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	10% (3)	90% (28)	31
d. Delivering a timely solution	3% (1)	0% (0)	6% (2)	90% (28)	31
e. Delivering a quality solution	0% (0)	3% (1)	10% (3)	87% (27)	31
f. Resolving your issue	0% (0)	6% (2)	6% (2)	87% (27)	31
Total Respondents					186

5. Do you have any suggestions for improving our service?		Full Response
1.	none	VIEW
2.	No, everything was great.	VIEW
3.	No.	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	JOsh responded very quickly. I appreciate the timely response	VIEW
2.	Fast and accurate response.	VIEW
3.	I would like to thank Lorie Bailey for her quick response late Friday afternoon. I called in a panic trying to resolve an issue on our system Lorie was able to review all the possible changes that might have been the source of my problem while being very professional kind. What is even more amazing is that she was working from home and I am sure I called after her working hours which I appreciated her answering the phone so late in the day. Lorie Bailey is awesome thank you Lorie and yes my issue was resolved it was user error.	VIEW
4.	My experience was great. The team resolved my issue and helped me a lot. Thank you.	VIEW
5.	excellent customer service. This was also done in a timely manner.	VIEW
6.	Sonya provided a fast and accurate answer as usual. This brings joy to MPs.	VIEW
7.	Sonya Hall was extremely responsive and helpful in answering my question related to this RMS ticket. As always, she delivers an excellent customer experience.	VIEW
8.	Lorie Bailey is just the best customer relations rep. Our company would be lost without her. She goes above and beyond every time!	VIEW

SPP Request Management System Survey

No First Call - Q2

Respondents: 31 displayed, 31 total

Status: Closed

Launched Date: 04-01-2018

Closed Date: 07-10-2018

Display:

[Manage Filters](#)

1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Somewhat Dissatisfied	0	0%
Somewhat Satisfied	5	16%
Very Satisfied	26	84%
Total Respondents		31

2. Resolved?

	Response Total	Response Percent
Yes	30	97%
No	1	3%
Total Respondents		31

3. Resolution Comment

No responses were entered for this question.	
Total Respondents	0
(skipped this question)	
	31

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

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	3% (1)	13% (4)	84% (26)	31
b. Exhibiting a professional attitude	0% (0)	0% (0)	3% (1)	97% (30)	31
c. Demonstrating sufficient knowledge	0% (0)	3% (1)	6% (2)	90% (28)	31
d. Delivering a timely solution	0% (0)	3% (1)	16% (5)	81% (25)	31
e. Delivering a quality solution	3% (1)	3% (1)	3% (1)	90% (28)	31
f. Resolving your issue	3% (1)	3% (1)	3% (1)	90% (28)	31
Total Respondents					186

5. Do you have any suggestions for improving our service?		Full Response
1.	None. Thanks again.	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Great... and FAST!	VIEW
2.	Same day resolution of my issue was appreciated!	VIEW
3.	Timely and efficient! Thanks!	VIEW
4.	Brad was great to work with and took care of issue quickly... thanks..tgs	VIEW

SPP Request Management System Survey

Project Inquiries - Q2

Respondents: 5 displayed, 5 total

Status: Closed

Launched Date: 04-01-2018

Closed Date: 07-10-2018

Display:

[Manage Filters](#)

1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Somewhat Dissatisfied	0	0%
Somewhat Satisfied	0	0%
Very Satisfied	5	100%
Total Respondents		5

2. Resolved?


	Response Total	Response Percent
Yes	5	100%
No	0	0%
Total Respondents		5

3. Resolution Comment

No responses were entered for this question.	
Total Respondents	0
(skipped this question)	5

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)	20% (1)	80% (4)	5
b. Exhibiting a professional attitude	0% (0)	0% (0)	20% (1)	80% (4)	5
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	20% (1)	80% (4)	5
d. Delivering a timely solution	0% (0)	0% (0)	0% (0)	100% (5)	5
e. Delivering a quality solution	0% (0)	0% (0)	20% (1)	80% (4)	5
f. Resolving your issue	0% (0)	0% (0)	20% (1)	80% (4)	5
Total Respondents					30

5. Do you have any suggestions for improving our service?	Full Response
1. Please ensure that all tasks that SPP staff must perform are completed before setting the status of a Request to "Resolved, Pending Customer Confirmation." 	VIEW

6. Please provide any additional comments about your service experience.	
No responses were entered for this question.	
Total Respondents	0
(skipped this question)	5