


Survey Results -- Overview

General Inquiry, Q3

SPP Request Management System Survey
Respondents: 12 displayed, 12 total **Status:** Closed
Launched Date: 07-10-2018 **Closed Date:** 10-01-2018
Display:

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied	<div style="width: 8%;"></div>	1	8%
Very Satisfied	<div style="width: 92%;"></div>	11	92%
Total Respondents			12

2. Resolved?			
		Response Total	Response Percent
Yes	<div style="width: 92%;"></div>	11	92%
No	<div style="width: 8%;"></div>	1	8%
Total Respondents			12

3. Resolution Comment		Full Response
1.	I have more questions, but I am not sure who to ask in SPP. We need to know if MVarhs should be submitted as absolute values of deliveries and receipts added together, or should they be netted. I am going to re-open this ticket, and put this question on it. The documentation we were sent is very complicated, and we want to be certain that we understand what is needed. 	<input type="button" value="VIEW"/>

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% (3)	75% (9)	12
b. Exhibiting a professional attitude	0% (0)	0% (0)	8% (1)	92% (11)	12
c. Demonstrating sufficient knowledge	0% (0)	8% (1)	8% (1)	83% (10)	12
d. Delivering a timely solution	0% (0)	0% (0)	17% (2)	83% (10)	12
e. Delivering a quality solution	0% (0)	8% (1)	8% (1)	83% (10)	12
f. Resolving your issue	0% (0)	8% (1)	0% (0)	92% (11)	12
Total Respondents					72

5. Do you have any suggestions for improving our service?		Full Response
1.	A1, keep up the good work!	<input type="button" value="VIEW"/>
2.	No, I am in IT, and I understand how hard it is to always find the person who knows what a user is needing to know.	<input type="button" value="VIEW"/>

6. Please provide any additional comments about your service experience.		Full Response
1.	It is always a great pleasure working with SPP.	VIEW
2.	Lorie Bailey always calls me if she knows there will be a back and forth question about my ticket, which I appreciate. Seems to resolve things quickly.	VIEW
3.	Sherry was very persistent in finding the information I had requested. Great job!	VIEW
4.	Great experience working with Lorie Bailey. Provides superior customer service and always resolves my tickets to my satisfaction.	VIEW

Survey Results -- Overview

No First Call, Q3

SPP Request Management System Survey

Respondents: 13 displayed, 13 total

Status: Closed

Launched Date: 07-10-2018

Closed Date: 10-01-2018

Display:

[Manage Filters](#)

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied	<div style="width: 8%;"></div>	1	8%
Very Satisfied	<div style="width: 92%;"></div>	12	92%
Total Respondents		13	

2. Resolved?			
		Response Total	Response Percent
Yes	<div style="width: 100%;"></div>	13	100%
No		0	0%
Total Respondents		13	

3. Resolution Comment	
No responses were entered for this question.	
Total Respondents	0
(skipped this question)	
	13

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)	38% (5)	62% (8)	13
b. Exhibiting a professional attitude	0% (0)	0% (0)	0% (0)	100% (13)	13
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	15% (2)	85% (11)	13
d. Delivering a timely solution	0% (0)	0% (0)	0% (0)	100% (13)	13
e. Delivering a quality solution	0% (0)	0% (0)	8% (1)	92% (12)	13
f. Resolving your issue	0% (0)	0% (0)	15% (2)	85% (11)	13
Total Respondents					78

5. Do you have any suggestions for improving our service?	
No responses were entered for this question.	
Total Respondents	0
(skipped this question)	
	13

6.	Please provide any additional comments about your service experience.	Full Response
1.	Your staff has always been a delight with which to work	VIEW
2.	Sonya was awesome	VIEW
3.	I had an issue resolving my LSA Certificate for PROD, MTE and RMS and Ms. Lorie Bailey was very helpful resolving/addressing it on a timely manner. She was very patient and walked me step-by-step with the process and SPP website. My issue was resolved and now I have access without any error messages. Thank you.	VIEW
4.	Our Cust Service Rep (Sonya Hall) was very helpful with this request.	VIEW

Survey Results -- Overview

Project Inquiries, Q3

SPP Request Management System Survey

Respondents: 9 displayed, 9 total

Status: Closed

Launched Date: 07-10-2018

Closed Date: 10-01-2018

Display:

[Manage Filters](#)

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied	<div style="width: 67%;"></div>	6	67%
Very Satisfied	<div style="width: 33%;"></div>	3	33%
Total Respondents		9	

2. Resolved?			
		Response Total	Response Percent
Yes	<div style="width: 100%;"></div>	9	100%
No		0	0%
Total Respondents		9	

3. Resolution Comment			
No responses were entered for this question.			
Total Respondents			0
(skipped this question)			9

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)	78% (7)	22% (2)	9
b. Exhibiting a professional attitude	0% (0)	0% (0)	0% (0)	100% (9)	9
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	78% (7)	22% (2)	9
d. Delivering a timely solution	0% (0)	11% (1)	56% (5)	33% (3)	9
e. Delivering a quality solution	0% (0)	0% (0)	78% (7)	22% (2)	9
f. Resolving your issue	0% (0)	0% (0)	78% (7)	22% (2)	9
Total Respondents					54

5. Do you have any suggestions for improving our service?
No responses were entered for this question.
Total Respondents 0
(skipped this question) 9

6. Please provide any additional comments about your service experience.
No responses were entered for this question.
Total Respondents 0
(skipped this question) 9