

SPP Request Management System Survey (GI Q1, 2020)

Respondents: 31 displayed, 31 total

Status: Closed

Launched Date: 04-01-2020

Closed Date: 04-01-2020

Display:

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1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Dissatisfied	0	0%
Satisfied	4	13%
Very Satisfied	27	87%
Total Respondents		31

2. Resolved?

	Response Total	Response Percent
Yes	31	100%
No	0	0%
Total Respondents		31

3. Improve Comment

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

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	6% (2)	94% (29)	31
b. Exhibiting professionalism	0% (0)	0% (0)	6% (2)	94% (29)	31
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	3% (1)	3% (1)	94% (29)	31
d. Delivering a timely solution	0% (0)	0% (0)	3% (1)	97% (30)	31
e. Delivering a high-quality solution	0% (0)	3% (1)	3% (1)	94% (29)	31
Total Respondents					155





5. Anything else you'd like to share about your service experience?		Full Response
1.	Lorie Bailey did a wonderful job addressing my request in a timely, professional manner. Could not have had a better experience.	VIEW
2.	I appreciate the fact that SPP utilizes the RMS system. It provides a relatively easy way to submit requests/questions and to track the progress of getting those resolved. Much better (in my opinion) than using email chains that may require forwarding to different groups, follow-up, etc.	VIEW
3.	Thanks for your timely and complete resolution! It's nice to know this resource is available when necessary.	VIEW
4.	Sonya moved like a lightning bolt to answer my question!	VIEW
5.	Thanks for such a quick response!	VIEW
6.	Lorie has a P.H.D. in customer service! She should teach a class!	VIEW
7.	Very happy with the quick and complete response.	VIEW
8.	In this case I needed a prompt response and Johnathan Nelson came through, responding within 30 minutes.	VIEW
9.	Extremely fast turn-around. Thanks!	VIEW
10.	I always have a great service with SPP. The ticketing system is very easy to use as well.	VIEW
11.	Lori Bailey is always a fantastic person to deal with and has always either answered our questions or gotten us to the right person to answer our questions.	VIEW
12.	It was a smooth process in submitting thru resolution.	VIEW
13.	very professional and expansive response. Very Satisfied	VIEW

SPP Request Management System Survey (NFCQ1, 2020)













Respondents: 43 displayed, 43 total **Status:** Closed
Launched Date: 04-01-2020 **Closed Date:** 04-01-2020
Display: [Manage Filters](#)

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Dissatisfied		2	5%
Satisfied		5	12%
Very Satisfied		36	84%
Total Respondents			43

2. Resolved?			
		Response Total	Response Percent
Yes		42	98%
No		1	2%
Total Respondents			43

3. Improve Comment		Full Response
1.	We asked a question about the naming of loads and generators in the SPP State Estimator models. We were given a factual response that missed the point of the question, but we don't know enough to be able to ask the question better. We will attempt to learn more and re-ask the question.	
2.	n/a	
3.	Timeliness is key.	
4.	N/A	



4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	2% (1)	0% (0)	16% (7)	81% (35)	43
b. Exhibiting professionalism	0% (0)	0% (0)	7% (3)	93% (40)	43
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	0% (0)	14% (6)	86% (37)	43
d. Delivering a timely solution	2% (1)	2% (1)	16% (7)	79% (34)	43
e. Delivering a high-quality solution	0% (0)	2% (1)	7% (3)	91% (39)	43
Total Respondents					215


5. Anything else you'd like to share about your service experience?		Full Response
1.	Fast Response!	
2.	So far, the staff at SPP have been outstanding to work with, particularly considering our inexperience with your processes and procedures - the level of patience and professionalism shown to us by your staff has been exceptional!	
3.	Sherrri did an excellent job in managing this ticket. She did follow-ups and phone calls to make sure we were able to get the information we needed.	
4.	It's always happy time to get support from Tanya. I appreciate her professional solutions to the customer. Thanks	
5.	This was a mission critical issue for us, and SPP solved it within 60 minutes. Thanks to Cory Fortenot and Eric Samson for the quick response.	
6.	The response to our questions was timely and professional. Thanks!	
7.	no	
8.	Sonya should get a parade thrown in her honor!	
9.	Ms. Lorie Bailey, Senior Customer Relations Representative, has assisted CMLP and our staff for many years. She is a shining example of what "customer service" is all about!	
10.	Lorie promptly routed my issue to the correct support person, Megan. Megan and I worked for the better part of a day to resolve my issue. Couldn't be happier with the service!	
11.	Lorie worked very hard to get my issue resolved. I was surprised to see a voice message from 7PM in my inbox the following day letting me know that status of my request. That let's me know she stays on the job until the work is done!	
12.	Thank you Julia Sites and team.	

13.	Lori Bailey went above and beyond my expectations. Thanks so much.	VIEW
14.	Thank you to SPP for their quick response to this issue.	VIEW
15.	Tanya was amazing! She understood our problem and was very helpful	VIEW
16.	Again I don't know how you have trained all of SPP to do such an amazing job at customer service. But you guys are right up there with Chic-fil-a. Thanks for being awesome!	VIEW

SPP Request Management System Survey (PRJQ1, 2020)

Respondents: 9 displayed, 9 total **Status:** Closed
Launched Date: 04-01-2020 **Closed Date:** 04-01-2020
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1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Dissatisfied		0	0%
Satisfied		3	33%
Very Satisfied		6	67%
Total Respondents			9

2. Resolved?			
		Response Total	Response Percent
Yes		9	100%
No		0	0%
Total Respondents			9

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

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	11% (1)	11% (1)	78% (7)	9
b. Exhibiting professionalism	0% (0)	0% (0)	11% (1)	89% (8)	9
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	0% (0)	11% (1)	89% (8)	9
d. Delivering a timely solution	0% (0)	11% (1)	0% (0)	89% (8)	9
e. Delivering a high-quality solution	0% (0)	11% (1)	22% (2)	67% (6)	9
Total Respondents					45

5. Anything else you'd like to share about your service experience?	
No responses were entered for this question.	
Total Respondents	0
(skipped this question)	9