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|------------------------|--|-----------------|--------------------|
| Report name:           | Feedback survey Emails&Portals reporting.  |                 |                    |
| Report description:    | Reporting for feedback surveys submitted to the Contact Centre Services by Email and Portals for a specific period with the use of SmartSurvey application |                 |                    |
| Reporting software:    | Vocalcom application.  |                 |                    |
| Customer:              | Health Insurance organization  | Contact Person: | Ifigeneia Kammitsi |
| Printing date:         | 29/12/2025 07:19:27  |                 |                    |
| Reporting period date: | 01/12/2025 09:14:42 - 27/12/2025 09:41:27  |                 |                    |

## 1. Survey Email & Portals report - Contact Centre Quality (SLA-13).

### 1.1 Total Surveys

Total Surveys: 203

| Rating in scale of 4 | Average |
|----------------------|---------|
| SLA is > 3           | 3.08    |

End of Report