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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