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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:	31/12/2025 07:48:35		
Reporting period date:	01/12/2025 09:14:42 - 30/12/2025 16:25:57		

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

1.1 Total Surveys

Total Surveys: 218

Rating in scale of 4	Average
SLA is > 3	3.09

End of Report