
Table of Contents

Table of Contents	1
1. Survey Email & Portals report - Contact Centre Quality (SLA-13).	3
1.1 Total Surveys	3

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 Kammitisi
Printing date:	27/02/2026 08:43:06		
Reporting period date:	01/02/2026 15:34:46 - 26/02/2026 19:35:22		

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

1.1 Total Surveys

Total Surveys: 445

Rating in scale of 4	Average
SLA is > 3	3.41

End of Report