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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 Kammitisi
Printing date:	27/04/2026 08:24:35		
Reporting period date:	01/04/2026 17:31:11 - 25/04/2026 13:45:28		

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

1.1 Total Surveys

Total Surveys: 301

Rating in scale of 4	Average
SLA is > 3	3.33

End of Report