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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:	28/04/2026 16:00:08		
Reporting period date:	01/04/2026 17:31:11 - 27/04/2026 22:00:56		

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

1.1 Total Surveys

Total Surveys: 322

Rating in scale of 4	Average
SLA is > 3	3.35

End of Report