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<b>Report name:</b>	Feedback survey Emails&Portals reporting.		
<b>Report description:</b>	Reporting for feedback surveys submitted to the Contact Centre Services by Email and Portals for a specific period with the use of SmartSurvey application		
<b>Reporting software:</b>	Vocalcom application.		
<b>Customer:</b>	Health Insurance organization	<b>Contact Person:</b>	Ifigeneia Kammitisi
<b>Printing date:</b>	04/05/2026 08:37:20		
<b>Reporting period date:</b>	01/04/2026 17:31:11 - 30/04/2026 21:10:17		

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

### 1.1 Total Surveys

Total Surveys: 376

Rating in scale of 4	Average
SLA is > 3	3.36

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**End of Report**