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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:         | 29/06/2026 11:07:09                                                                                                                                        |                 |                    |
| Reporting period date: | 02/06/2026 08:19:41 - 26/06/2026 20:56:19                                                                                                                  |                 |                    |

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

### 1.1 Total Surveys

Total Surveys: 372

| Rating in scale of 4 | Average |
|----------------------|---------|
| SLA is > 3           | 3.31    |

End of Report