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 Kammitsi
Printing date:	31/10/2026 07:14:20		
Reporting period date:	01/10/2026 16:47:07 - 30/10/2026 18:23:19		

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

1.1 Total Surveys

Total Surveys: 227

Rating in scale of 4	Average
SLA is > 3	3.09

End of Report