HRD EMAIL BASED SURVEY
January 2022
Question Ratings – “Please rate …

- whether your inquiry was answered to your satisfaction.”
  (Performance)
- whether you received courteous and professional customer service.”
  (Courtesy)
- whether you received timely customer service.”
  (Timeliness)
- the overall quality of customer service you received.”
  (Customer Service Excellence)

Scale:

Poor (1) Somewhat Unsatisfactory (3) Satisfactory (5) Very Satisfactory (8) Superior (10)

Total Responses received –35   Average CSE score of – 6.1

January 2022
January 2022
January 2022
TREND - CUSTOMER SERVICE EXCELLENCE RATINGS

January 2022

OVERALL

<table>
<thead>
<tr>
<th>Month</th>
<th>Rating</th>
</tr>
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<tbody>
<tr>
<td>Nov'21</td>
<td>6.1</td>
</tr>
<tr>
<td>Dec'21</td>
<td>3.6</td>
</tr>
<tr>
<td>Jan'22</td>
<td>3.6</td>
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</tbody>
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January 2022

SURVEYS, COMMENTS, CONTACT REQUESTS

Total Surveys
Comments
Contact Requests

# of Surveys and Comments

July-21: 39
Aug-21: 29
Sep-21: 23
Oct-21: 32
Nov-21: 37
Dec-21: 65
Jan-22: 35

January 2022