

Scomis Education Service Desk Customer Experience Survey Report (1st January 2023 – 31st December 2023)

The resolution email sent to customers upon closure of their tickets contains icons embedded into the email. Customers can select one of the icons (Excellent, Good, Average or Poor) to let us know how satisfied they are with the **overall** quality of service they have received from Scomis on that occasion.

Upon selecting a satisfaction icon, the customer is asked to choose the **main** reason they selected that icon on this occasion. The options available are based around the Cabinet Office Five Drivers of Customer Satisfaction. The drivers are:

- **Timeliness**
 - Length of resolution
 - My ticket was resolved quickly
- **Staff Attitude**
 - Scomis staff attitude (positive or negative)
- **Information**
 - I was kept informed about progress
 - I wasn't kept informed about progress
 - Instructions were easy to understand
 - Instructions were hard to understand
- **Professionalism**
 - Scomis staff skills (positive or negative)
- **Delivery**
 - My ticket was not resolved

The feedback we receive from this survey is used to identify learning and where possible make service improvements.

Our target for customer satisfaction is 95%.

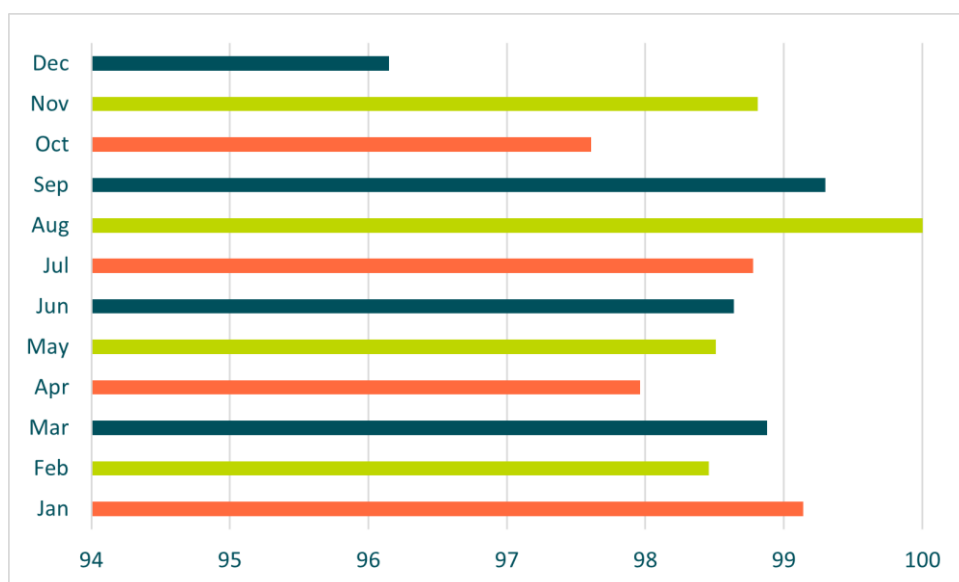
Below are the customer satisfaction results from the survey for the period 1st January 2023 to 31st December 2023:

Number of responses received each month:

January	116
February	65
March	89
April	49
May	67

June	74
July	82
August	27
September	142
October	84
November	84
December	26

Ratings for each month (%):



Compliments received

We received over 350 compliments in the period, some of which are below:

- The analyst was a fantastic help, professional and kept in touch to make sure any issues were resolved
- Thanks for sorting the issue; this was done quickly and efficiently
- By such a helpful member of your staff. So knowledgeable and she made improvements to what was requested. Thank you
- Such a pleasant lady to help me. Your standard of employee is fantastic. Kind, knowledgeable, professional, helpful and all without making me feel dense
- Very quick turnaround - agent called when I was ready and resolved the issued quickly and efficiently
- Brilliant, fast and efficient response
- Brilliant, efficient and quick to resolve. Thank you
- Thank you ever so much for your help

- My ticket was dealt with quickly and efficiently as normal, thank you
- Good communication and efficient!
- Really helpful. Nothing is too much trouble
- Excellent service as always
- Staff very patient and helpful. Quick response and we got it sorted. Thank you
- He was very knowledgeable, patient and great phone manner

Dissatisfaction

During the period 1 customer selected **Average** as their rating, and 11 that selected **Poor**, these are considered by Scomis to be dissatisfaction.

Drivers

The leader board below shows which drivers were selected by customers to support the gold, green, yellow and red (Excellent, good, average and poor) ratings.

Over the period customers have chosen **Scomis Staff Skills** as the main reason for their satisfaction rating.

Response driver	Gold Star	Green Light	Yellow Light	Red Light	Total
Scomis staff skills	256	4			260
No Driver Selected	201	29	1	5	236
My ticket was resolved quickly	189	4			193
Scomis staff attitude	139	7			146
The instructions were easy to understand	34	3			37
I was kept informed of the progress	23	4			27
My ticket was not resolved				6	6
Total	842	51	1	11	905

Version: 23rd January 2023

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