

Research Questionnaire for HKEY Help Desk Personnel

3 responses

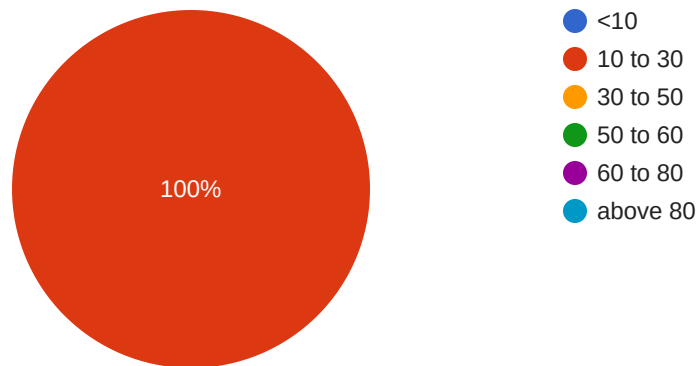
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WORK CONTEXT & DAILY OPERATIONS

How many user inquiries do you handle per day on average?

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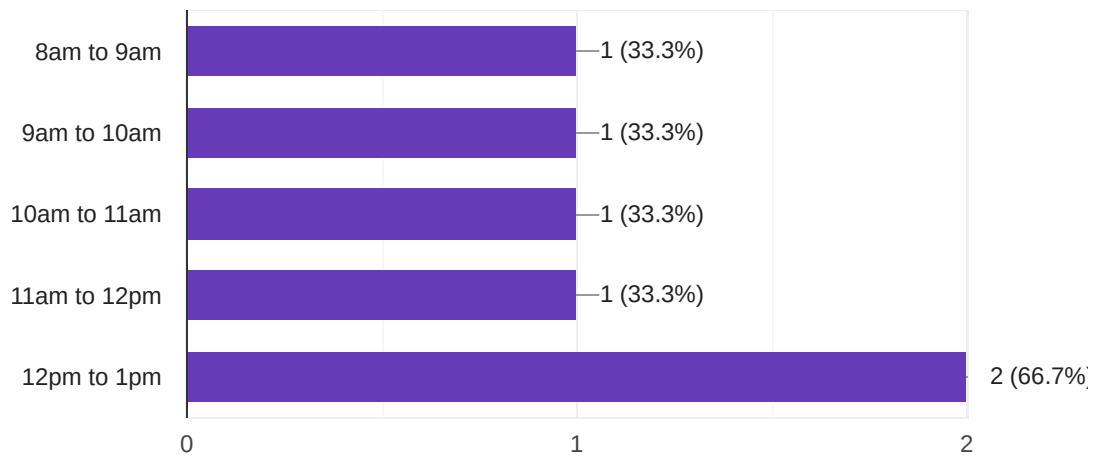
3 responses



What are your peak hours for receiving questions?

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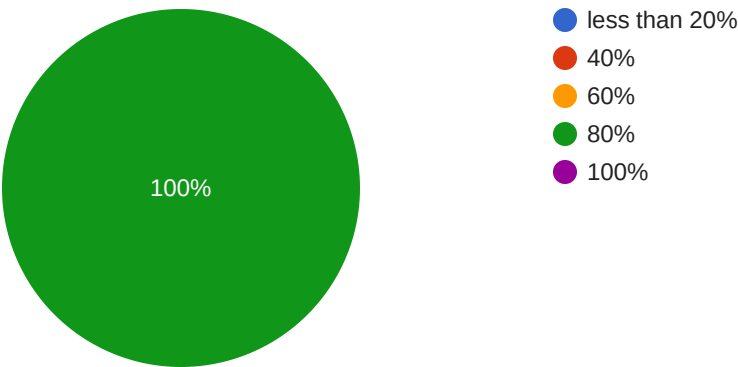
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What percentage of questions are repetitive/routine vs. complex issues?

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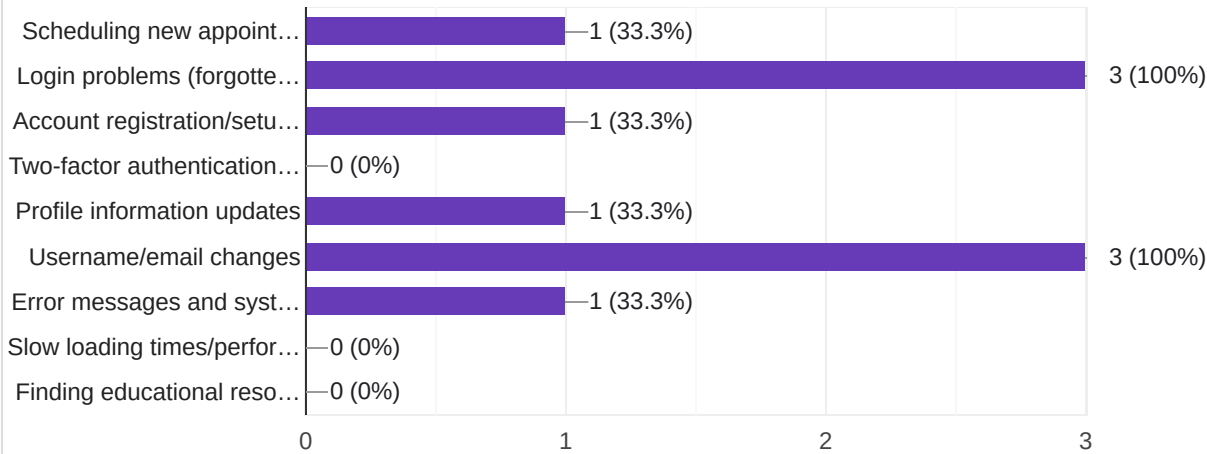


QUESTION CATEGORIES & TYPES

What are the top 5 most common question categories you receive?

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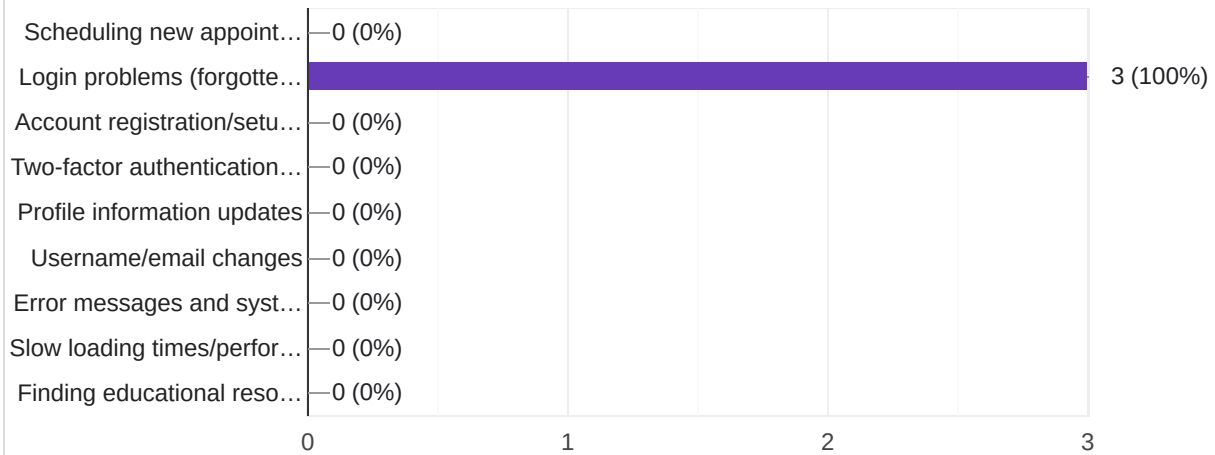
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Of your top 5 categories selected above, which single category takes up the most time per individual case to resolve?

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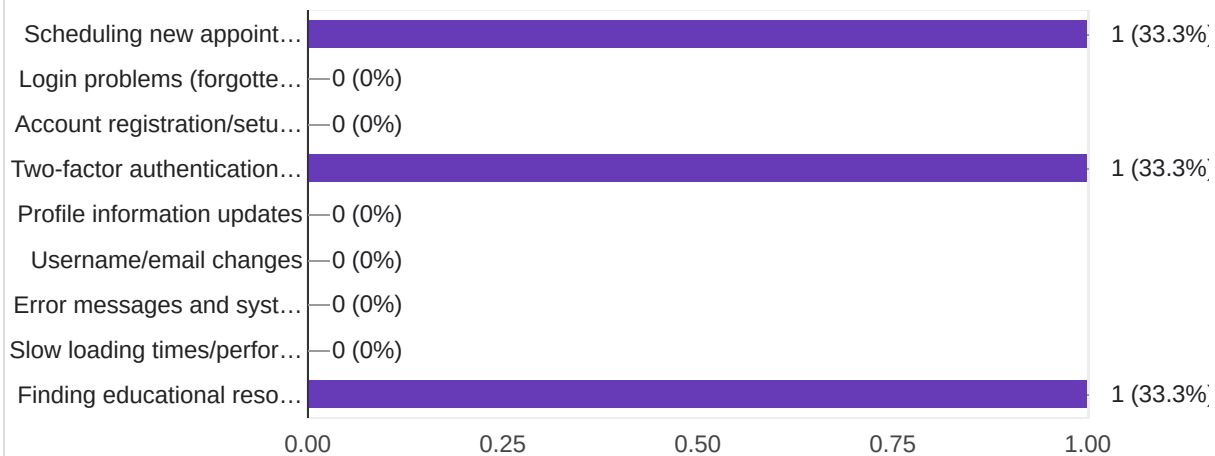
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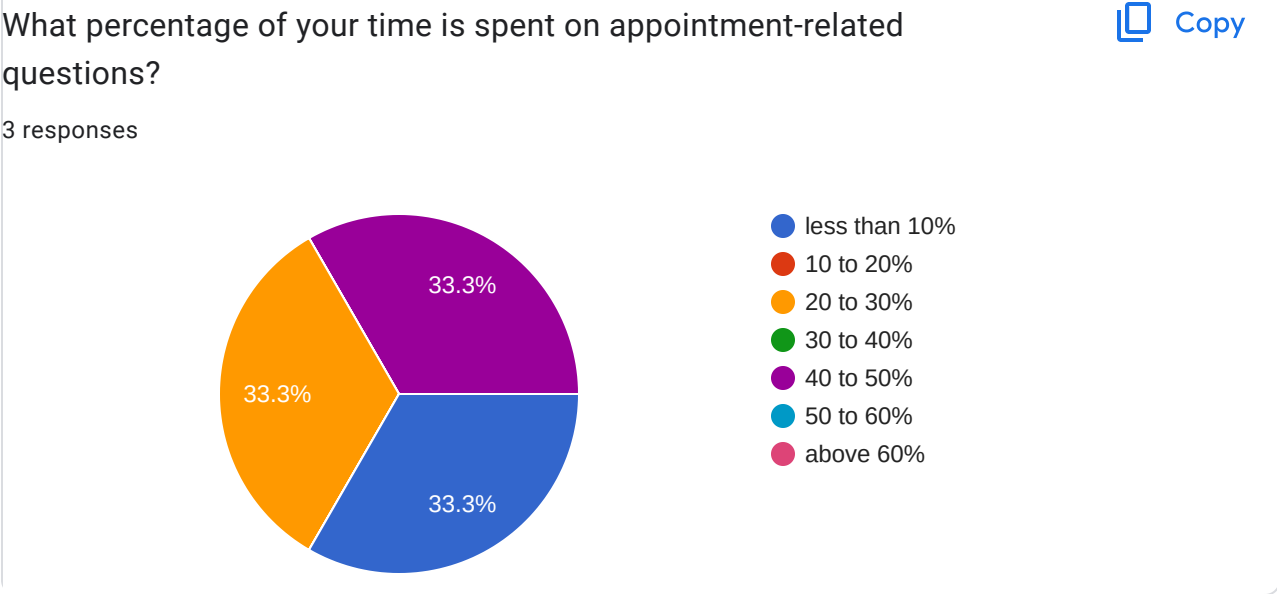


Which of these categories typically require you to consult the HKEAY manual or other documentation to provide accurate answers?

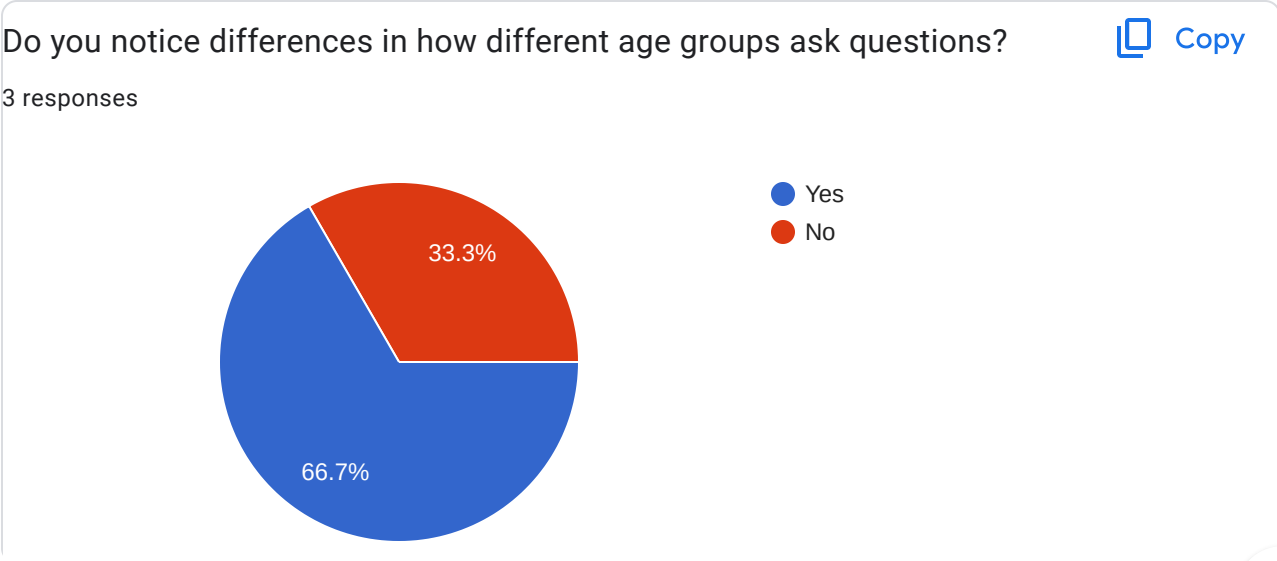
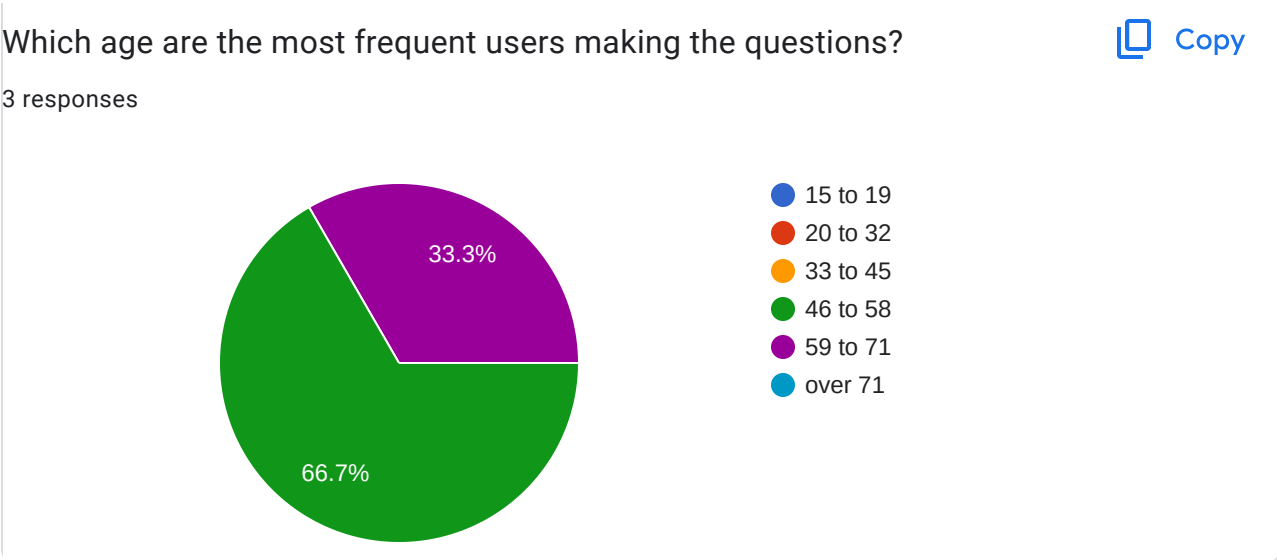
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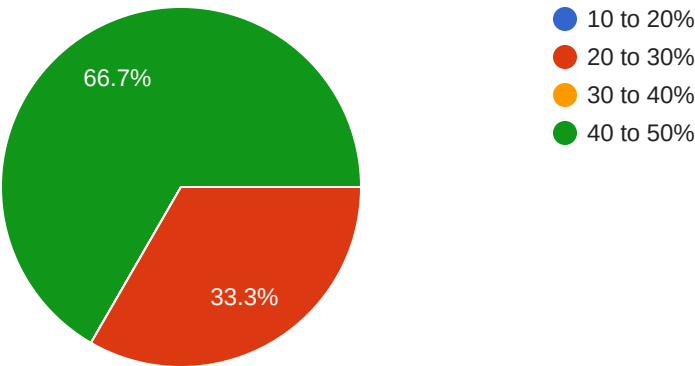


USER DEMOGRAPHICS & INTERACTION PATTERNS



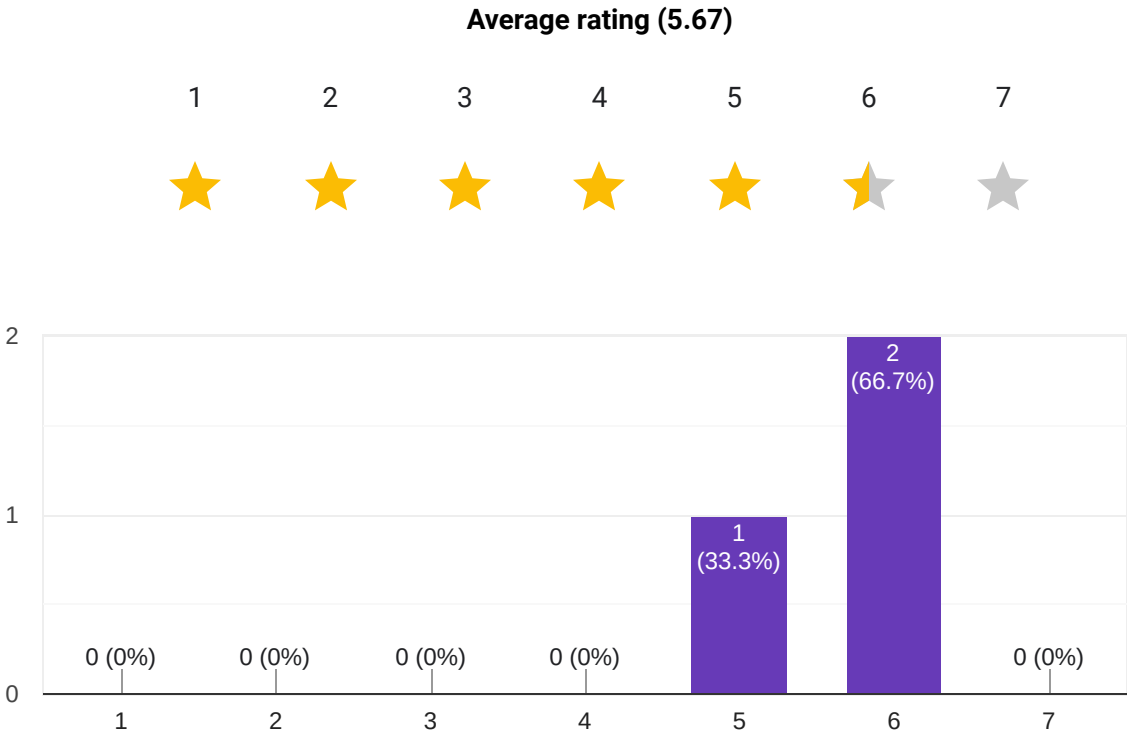
What percentage of users need step-by-step guidance vs. quick answers? Copy

3 responses



How often do users ask follow-up questions to clarify initial responses? Copy

3 responses



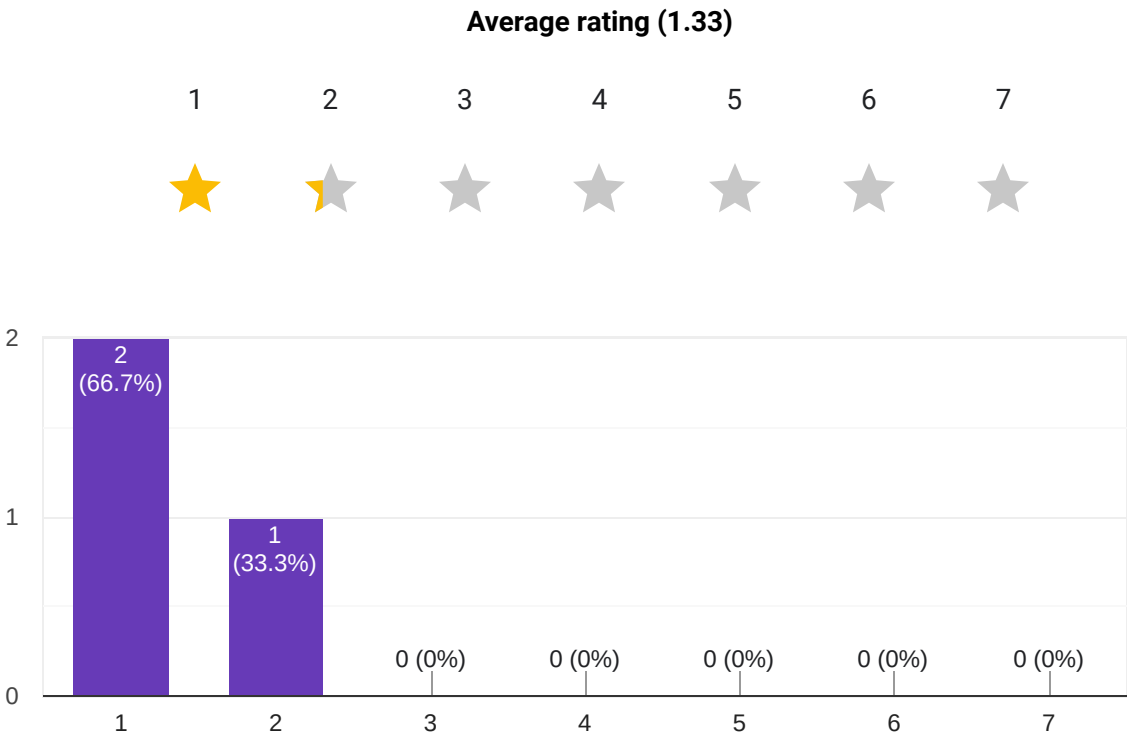
INFORMATION RESOURCES & TOOLS



How often do you need to consult the HKEY user manual to answer questions?

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3 responses



What other resources do you regularly use besides the official manual?

3 responses

Personal notes, internet browser

-

no other resources

How do you stay updated when platform features change?

3 responses

Internet

-

by phone calls



What challenges do you face in providing accurate information quickly?

3 responses

Client understanding of terms and account usage

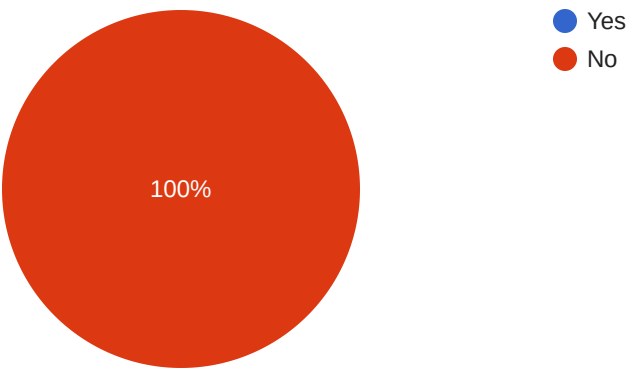
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most users do not understand the information

Do you have digital tools use to assist in answering questions?

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3 responses

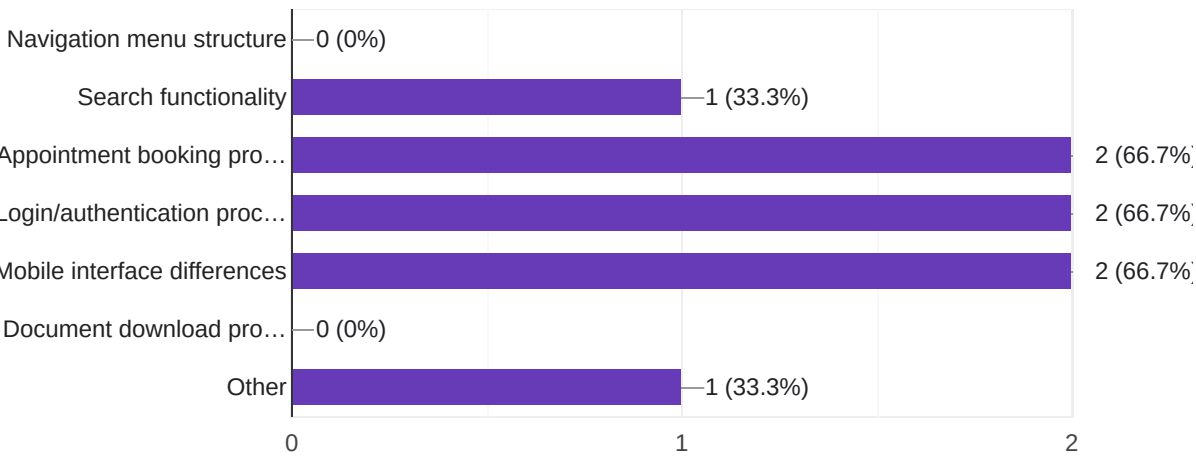


PLATFORM-SPECIFIC ISSUES

What are the most confusing HKEAY interface aspects for users? (Check all that apply)

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3 responses



What are the most confusing aspects of the HKEAY interface for users?

1 response

Αλλαγή κωδικού

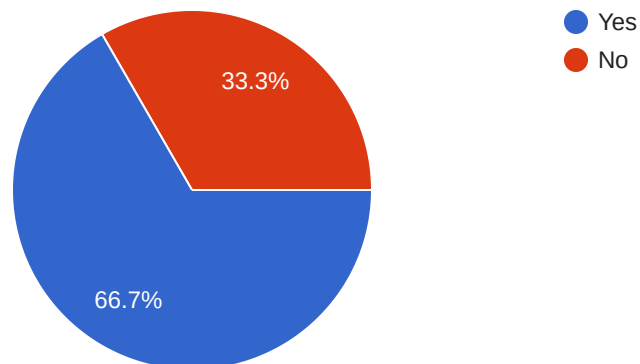
Αδυναμία αλλαγής username

Πολλοί θεωρούν ότι υπάρχει bug όταν δεν βρίσκουν ραντεβού

Do privacy/GDPR concerns affect how you handle questions?

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3 responses

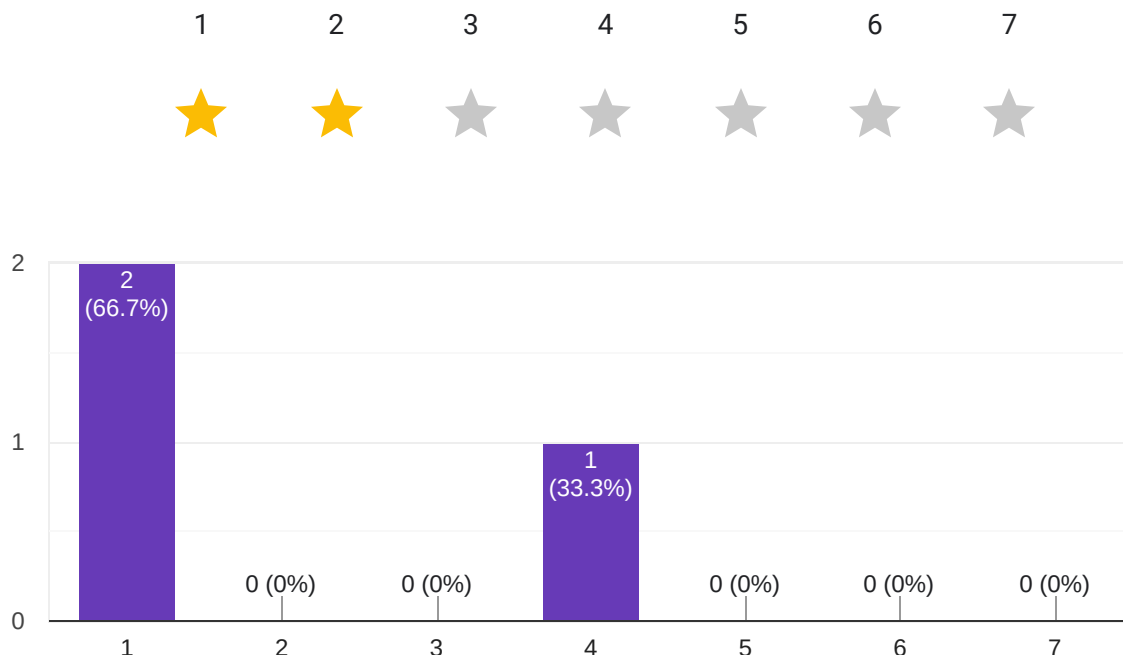


How often do you escalate issues to Quality Assurance Department?

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3 responses

Average rating (2.00)

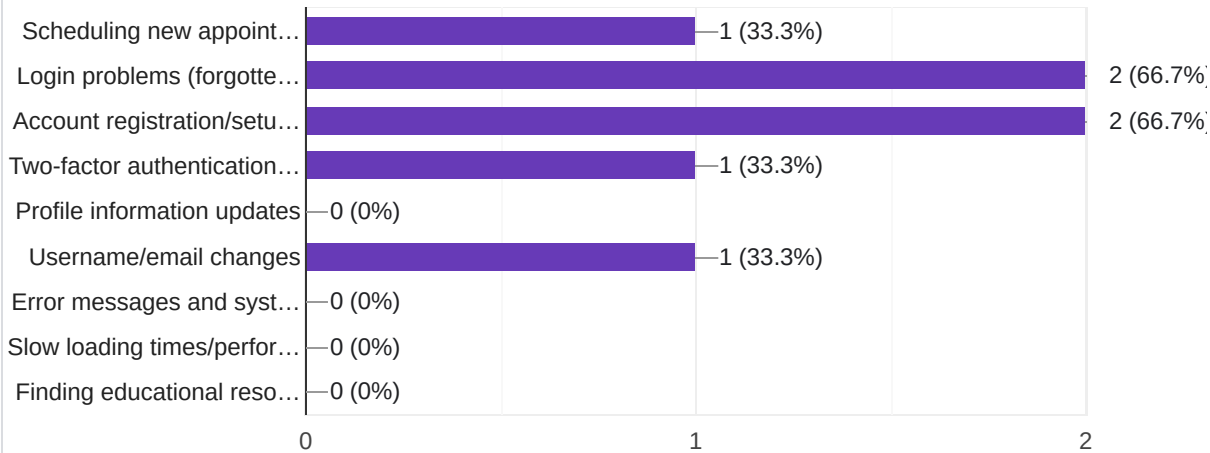


PERFORMANCE METRICS

Of your top categories selected above, which takes the most time per case?

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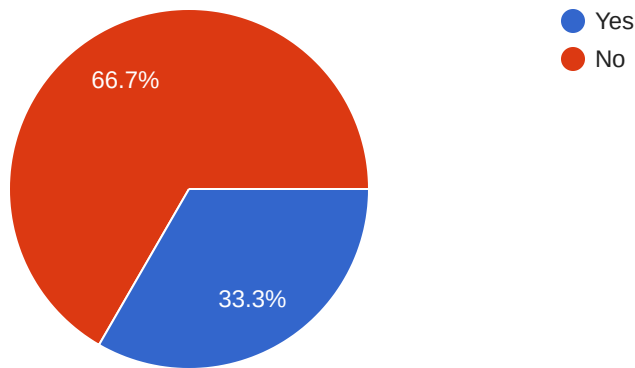
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Have you been asked any questions that are impossible to answer without human intervention?

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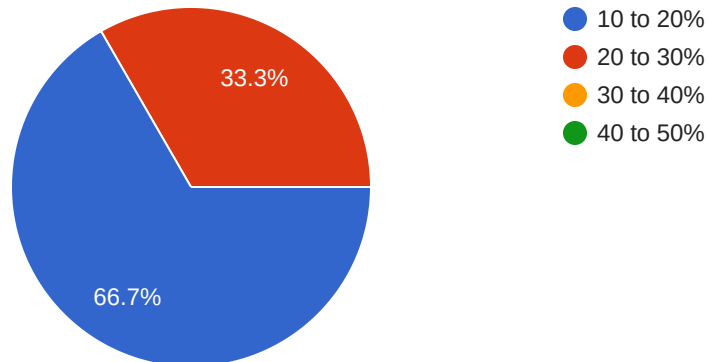
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What percentage of inquiries require human judgment rather than procedural answers?

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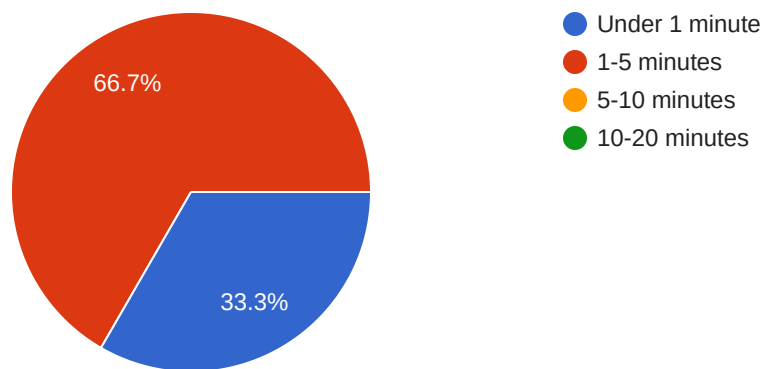
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What is your average response time for different types of questions?

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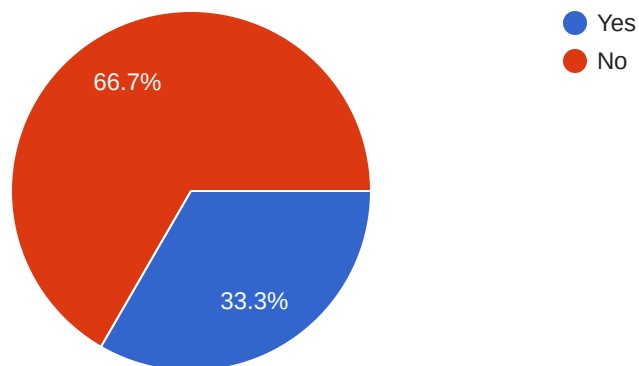
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Do you record user satisfaction with support interactions?

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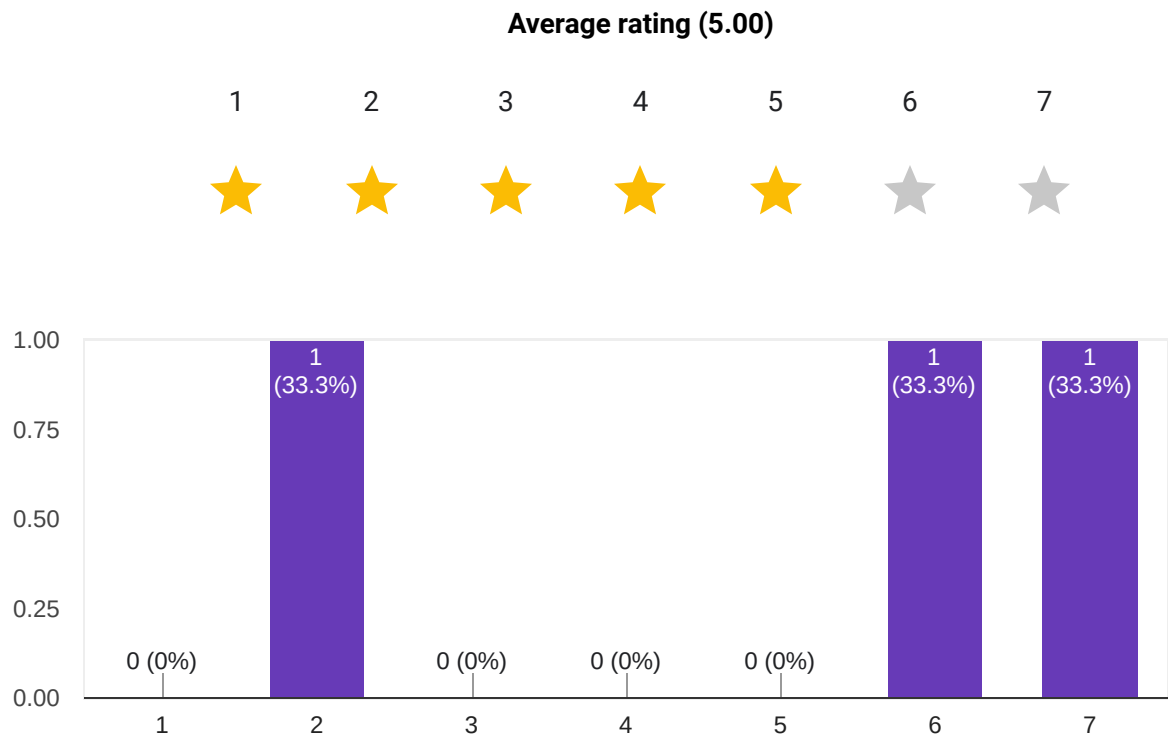
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How often do questions require real-time access to user account information?

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3 responses



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