# Compass and PeopleSafe - How and When to Provide Feedback Through SRT Alerts Tool

Process

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**Description:** To enhance our Senior Resolution Team (SRT) service delivery, we are introducing a combined survey to capture both CCR individual and overall experiences.

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| Process |

The survey allows you to measure two important aspects of your experience with the Senior Resolution Team (SRT).

**Individual Experience with a Specific SRT Agent**

* Rates your interaction with a specific SRT representative.
* Provides valuable feedback on agent-level performance in areas such as professionalism, communication, problem resolution, and helpfulness.
* Helps us pinpoint individual coaching needs and identify high-performing agents for recognition.

**Overall Experience with the Senior Team (Last 30-60 Days)**

* Shares your general satisfaction with the Senior Resolution Team as a whole.
* Focuses on broader trends in service consistency, response time, and effectiveness over a longer time frame.
* Helps leadership evaluate team-wide strengths and identify systemic issues that may require improvement.

Follow the steps below:

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| **Step** | **Action** |
| **1** | Complete your call with the Senior as normal and ensure that you capture the Senior’s Network ID for the survey.  **Note:** Do not communicate to the Senior that you plan on filling out a survey! |
| **2** | Access the survey [HERE](https://forms.office.com/r/3iNMhrUkDR) and respond to all survey questions to successfully rate your experience.  **Notes:**   * Ensure that you enter the **Senior’s Network ID** and, if using Compass, the relevant **Compass Case ID number**. * **DO NOT** enter the Senior’s first name or any other information. |

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**Abbreviations/Definitions:**[Customer Care Abbreviations, Definitions, and Terms Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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