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Net Promoter Score

Here we can get the Score based on the Customer wise and will be calculated.

1. Data Table

Customer	Project Manager	Client Email	NPS ⁰	Status	Action
(CNESST)Commission des normes, de l'équit, de la			0	New	 
1-800-FLOWERS			0	New	 
170 Systems			0	New	 
21st Century Insurance Group			0	New	 
21st Century Oncology			0	New	 
7-Eleven			0	New	 
7irene			0	New	 

Customer: Here we can find the Name of the Customer.

Project Manager: Here we can select the project manager and assign the project manager while initiating the process.

This selection and initiation of the CSAT process will be done by PCQA Team.

Client Name: The Name of the client to whom the project belongs will be displayed here.

Status: Based on the level the process is in those Status of the process will be shown.

NPS: Once the survey is sent and client has completed the survey then those details and score will as per the formulae below and the Score will be calculated.

Formulae: (Number of Promoters – Number of Detractors)/ (Total no. of Number of respondents)*100

Actions: Based on the level the process is in we can get different options such as Edit, Verify and Send.

2. Process Flow

Step 1: PCQA Team Initiates the Process.

Step 2: Add the required data such as Project manager and Client Email and save those details.

Customer	Project Manager	Client Email	NPS ⁰	Status	Action
Aethna	vd		0	New	 
Aethna, INC	Bhaves Valsarajan Venkat Vikram Prasad Sirivella Venkata Shyam Prasad Tumma		0	New	 

▲ Saved Successfully

Net Promoter Score

🏠 Governance

Search Filters

Business unit * : << ALL >> Customer Status * : << ALL >> Country * : << ALL >> Status * : << ALL >>

🔍 Search

Show 20 entries Search: actn

Customer	Project Manager	Client Email	NPS 0	Status	Action
Aetna	Venkata Shyam Prasad Tumma	rajeswari.kanupuru@prolifics.com	0	New	✎
Aetna, INC			0	New	✎

Previous 1 Next

Step 3: Now the PCQA Team will verify the details by clicking on the verify button available in Action Column.

Show 20 entries Search: actn

Customer	Project Manager	Client Email	NPS 0	Status	Action
Aetna	Venkata Shyam Prasad Tumma	rajeswari.kanupuru@prolifics.com	0	New	✎
Aetna, INC			0	New	✎

Previous 1 Next

Step 4: Now the request is sent to project manager to verify the details available there for forwarding it to the client

Step 5: Now the project manager will have to Confirm the details shared by the PCQA Team if any change in the Client Email ID he can edit that Email ID of the client and then confirm the details.

Show 20 entries Search:

Customer	Project Manager	Client Email	NPS 0	Status	Action
Aetna	Venkata Shyam Prasad Tumma	rajeswari.kanupuru@prolifics.com	0		✎

Previous 1 Next

Step 6: Once the confirmation is done by the Project Manager the Status is Changed to Verified and There is no action left for the project manager to perform.

▲ Verified

Net Promoter Score

🏠 Governance

Search Filters

Business unit * : Digital Integration Customer Status * : << ALL >> Country * : << ALL >> Status * : << ALL >>

🔍 Search

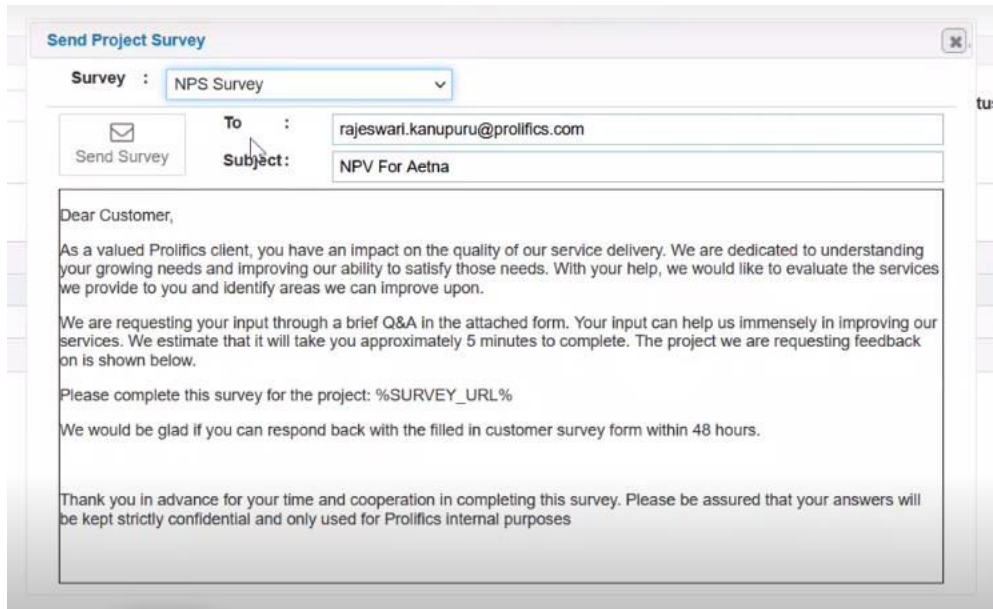
Show 20 entries Search:

Customer	Project Manager	Client Email	NPS 0	Status	Action
Aetna	Venkata Shyam Prasad Tumma	rajeswari.kanupuru@prolifics.com	0	Verified	

Previous 1 Next

Step 7: Now the PCQA Team will have an option to send the Survey to the client by Clicking on send icon in the Action Bar.

Step 8: After clicking on Send a new window pop with the details of the client and body of the mail.



Send Project Survey

Survey : NPS Survey

Send Survey

To : rajeswari.kanupuru@prolifics.com

Subject: NPV For Aetna

Dear Customer,

As a valued Prolifics client, you have an impact on the quality of our service delivery. We are dedicated to understanding your growing needs and improving our ability to satisfy those needs. With your help, we would like to evaluate the services we provide to you and identify areas we can improve upon.

We are requesting your input through a brief Q&A in the attached form. Your input can help us immensely in improving our services. We estimate that it will take you approximately 5 minutes to complete. The project we are requesting feedback on is shown below.

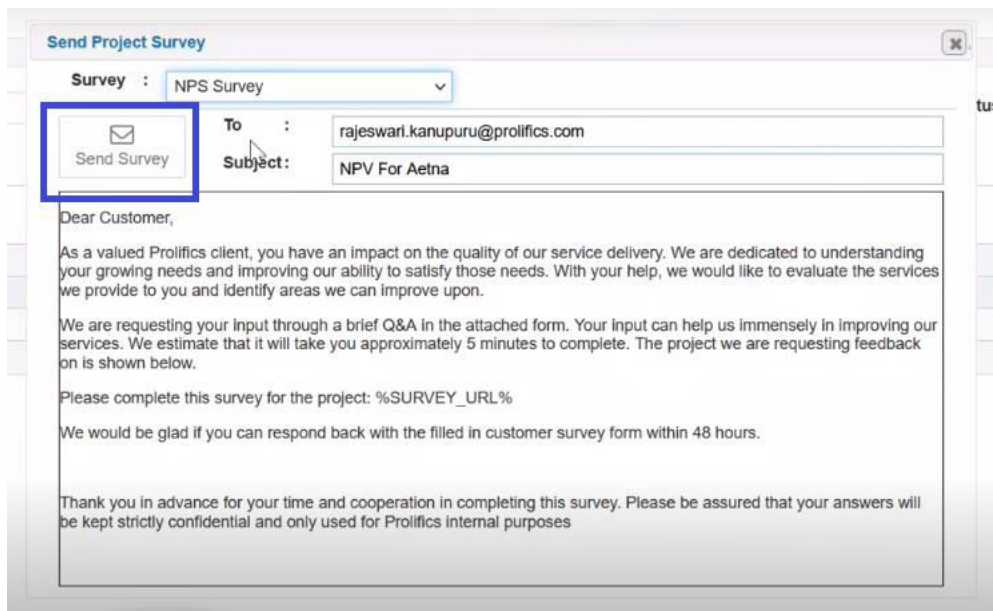
Please complete this survey for the project: %SURVEY_URL%

We would be glad if you can respond back with the filled in customer survey form within 48 hours.

Thank you in advance for your time and cooperation in completing this survey. Please be assured that your answers will be kept strictly confidential and only used for Prolifics internal purposes

Step 9: Here the type of survey questions to be sent to the client needs to be selected.

Step 10: After selecting the survey type the mail will be sent to the client.



Send Project Survey

Survey : NPS Survey

Send Survey

To : rajeswari.kanupuru@prolifics.com

Subject: NPV For Aetna

Dear Customer,

As a valued Prolifics client, you have an impact on the quality of our service delivery. We are dedicated to understanding your growing needs and improving our ability to satisfy those needs. With your help, we would like to evaluate the services we provide to you and identify areas we can improve upon.

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Please complete this survey for the project: %SURVEY_URL%

We would be glad if you can respond back with the filled in customer survey form within 48 hours.

Thank you in advance for your time and cooperation in completing this survey. Please be assured that your answers will be kept strictly confidential and only used for Prolifics internal purposes

Show 20 entries

Search: aet

Customer	Project Manager	Client Email	NPS	Status	Action
Aetna	Venkata Shyam Prasad Tumma	rajeswari.kanupuru@prolifics.com	0	Sent For Survey	
Aetna, INC			0	New	

Previous 1 Next

Step 11: Once the client fills out all the questions the score of the survey will be populated in the particular column as per the formulae calculated.

Show 20 entries

Search: aet

Customer	Project Manager	Client Email	NPS	Status	Action
Aetna	Venkata Shyam Prasad Tumma	rajeswari.kanupuru@prolifics.com	0	Sent For Survey	
Aetna, INC			0	New	

Previous 1 Next

Step 12: By clicking on the Icon beside the Customer name can see the past sent Surveys.

PPM

Customer Survey History Details

Project Manager	Client Email	Survey Date	NPS	Status
No Records To View				
Page 1 of 0				

Search

Business unit * : << ALL >>

Show 20 entries

Search: aet

Customer	Project Manager	Client Email	NPS	Status	Action
Aetna	Venkata Shyam Prasad Tumma	rajeswari.kanupuru@prolifics.com	0	Sent For Survey	
Aetna, INC			0	New	

Previous 1 Next

3. Filters

3a. Business Unit

Here we can select the business unit can be selected and those details will be shown in the data table below.

PPM ≡ ProLifics Welcome Rajeswar K

Net Promoter Score

Governance

Search Filters

Business unit * : << ALL >> ▼ Customer Status * : << ALL >> ▼ Country * : << ALL >> ▼ Status * : << ALL >> ▼

Search

Show 20 entries

Customer	Project Manager	Client Email	NPS	Status	Action
Aetna			0	New	✎ ☑
Aetna, INC			0	New	✎ ☑

Previous 1 Next

Search: aetn

Business unit dropdown menu:

- << ALL >>
- Digital Experience
- Digital Integration
- Enterprise Analytics
- Enterprise Architecture
- Information Management
- Legacy
- Master Data Management
- Quality Assurance & Test Automation
- Security
- Service Excellence
- Smarter Process
- Non-Revenue Units

3b. Customer Status

Here we can select the customers based on the whether those we active or Inactive.

Net Promoter Score

Governance

Search Filters

Business unit * : << ALL >> ▼ Customer Status * : << ALL >> ▼ Country * : << ALL >> ▼ Status * : << ALL >> ▼

Search

Show 20 entries

Customer Status dropdown menu:

- << ALL >>
- Active
- InActive
- New

3c. Country

Based on the Country only customers based on that country will be displayed.

Net Promoter Score

Governance

Search Filters

Business unit * : << ALL >> ▼ Customer Status * : << ALL >> ▼ Country * : << ALL >> ▼ Status * : << ALL >> ▼

Search

Show 20 entries

Customer	Project Manager	Client Email	NPS	Status	Action
Aetna			0	New	✎ ☑
Aetna, INC			0	New	✎ ☑

Previous 1 Next

Search: aetn

Country dropdown menu:

- << ALL >>
- Canada
- Germany
- India
- Jordan
- UAE
- UK
- US

3d. Status

Based on the Status selected those projects in that particular status will be displayed in the table.

Net Promoter Score

Governance

Search Filters

Business unit * : << ALL >> ▼ Customer Status * : << ALL >> ▼ Country * : << ALL >> ▼ Status * : << ALL >> ▼

Search

Show 20 entries

Status dropdown menu:

- << ALL >>
- New
- Verification Request
- Verified
- Sent For Survey