Contents

Net Promoter Score

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

1. Data Table

Show 20 entries Search:

Customer	Project Manager	Client Email	NPS	Status	Action
(CNESST)Commission des normes, de lquit, 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.

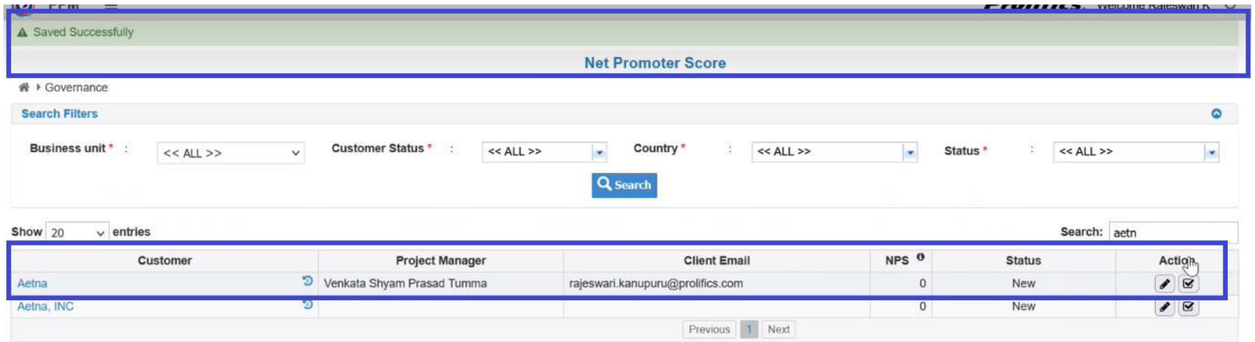
Step 2: Add the required data such as Project manager and Client Email and save those details.

Show 20 entries Search: aetn

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

Bhavesh Valsarajan
Venkat Vikram Prasad Sirivella
Venkata Shyam Prasad Tumma

Previous 1 Next

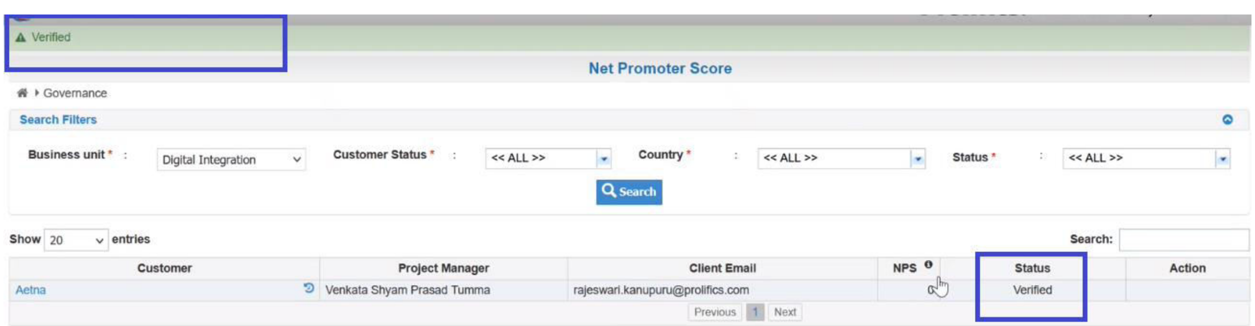


Step 3: Now the PCQA Team will verify the details by clicking on the verify button available in Action Column.

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

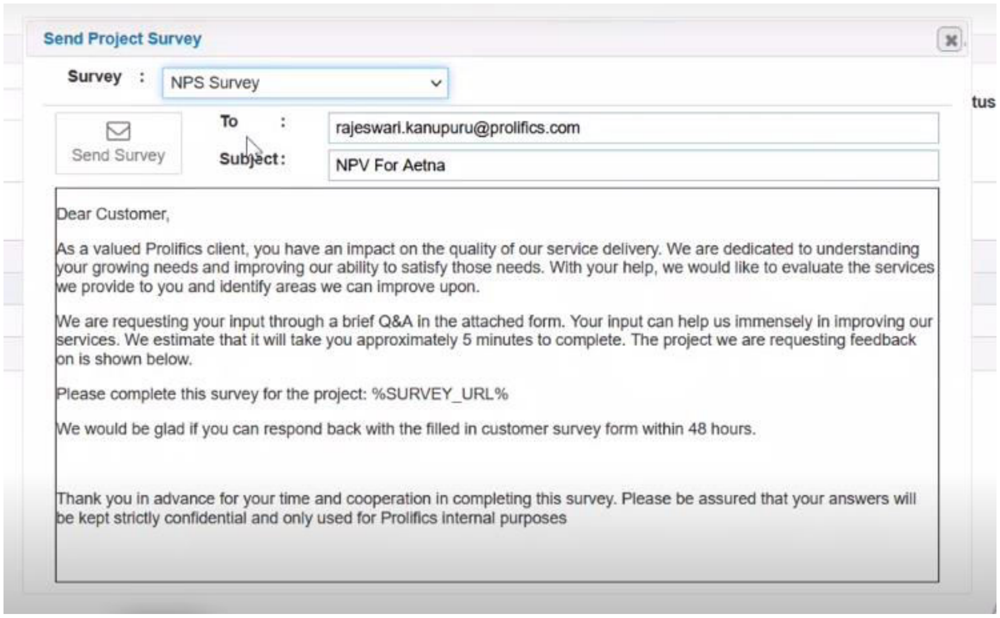
Step 5: Now the project manager will have to Confirm the details shared by the PCQA Team if any change in the Client Email ID he can edit that Email ID of the client and then confirm the details.

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.



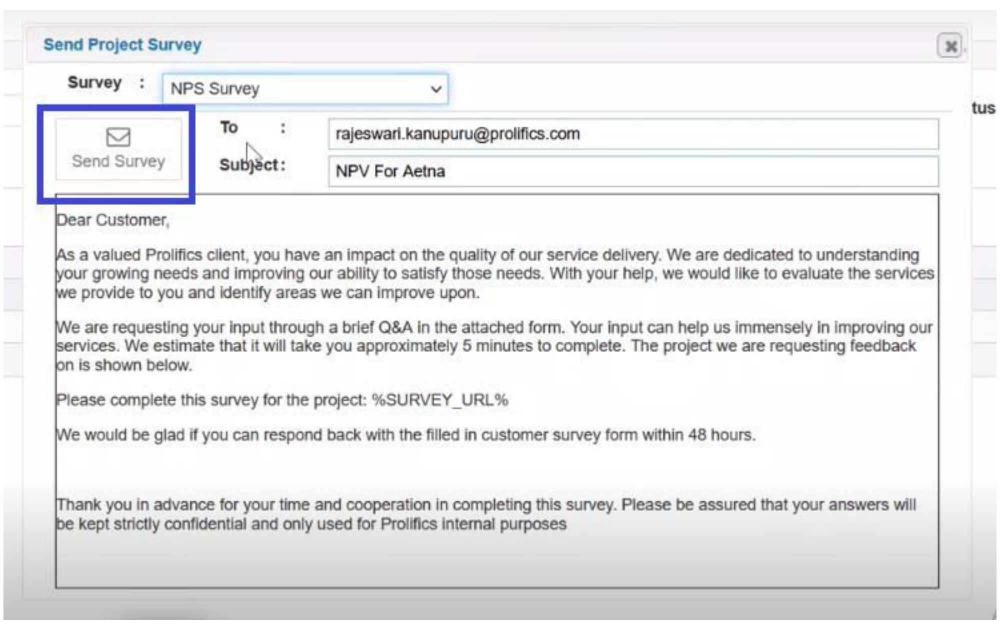
Step 7: Now the PCQA Team will have an option to send the Survey to the client by Clicking on send icon in the Action Bar.

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



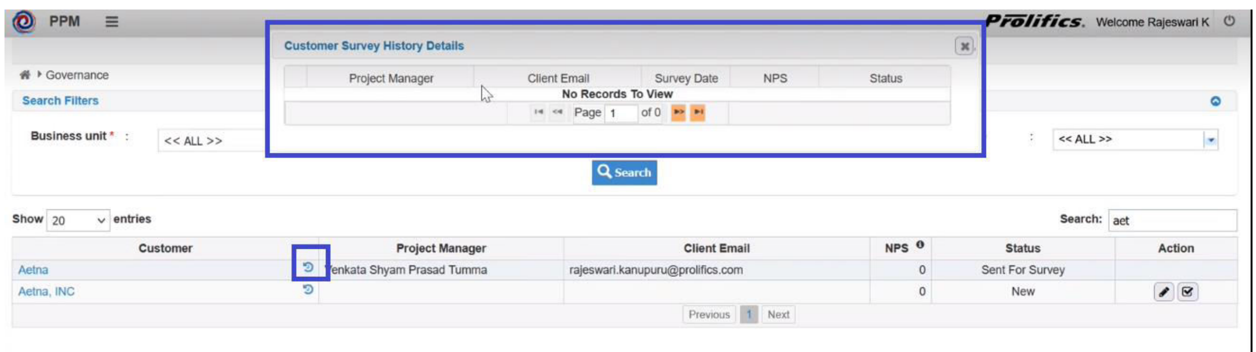
Step 9: Here the type of survey questions to be sent to the client needs to be selected.

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



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.

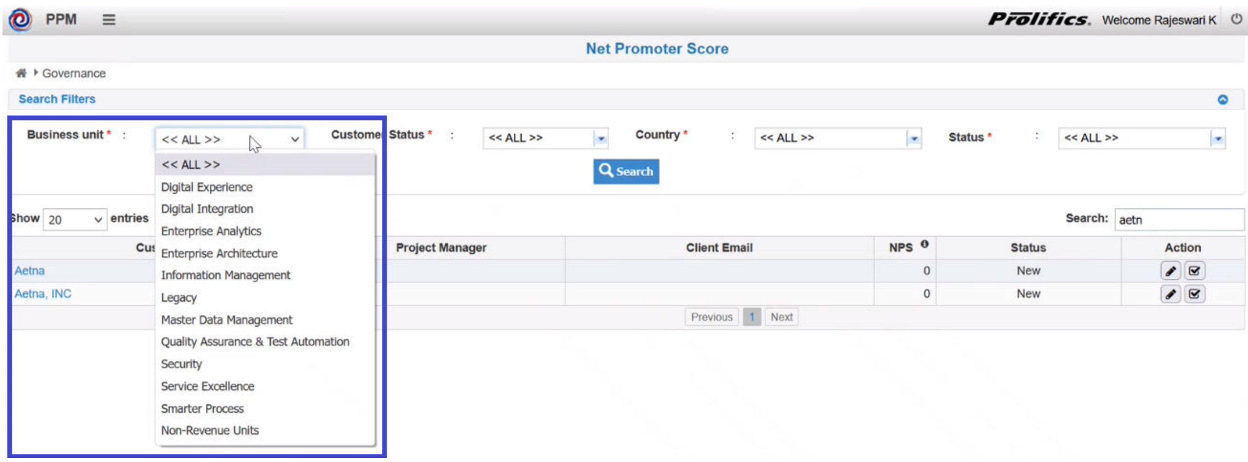
Step 12: By clicking on the Icon beside the Customer name can see the past sent Surveys.



3. Filters

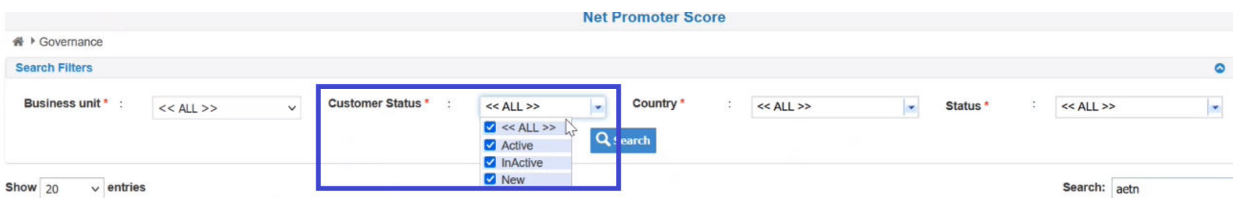
3a. Business Unit

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



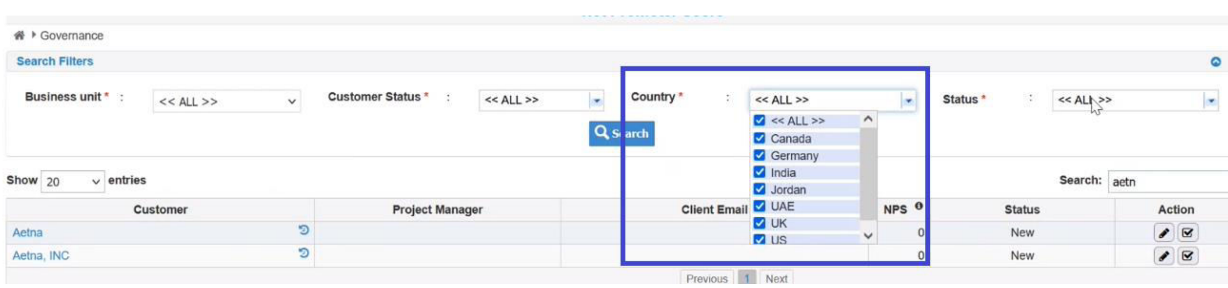
3b. Customer Status

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



3c. Country

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



3d. Status

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