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CSAT

1. Data Table

Show entries

Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...		08-Apr-22	01-Sep-2020	31-Mar-2022	New		
(P) 3M Corporation SOAR DB2 break fix	Karen Bowden	IBM Global Services - ...		12-Apr-22	01-May-2021	03-Dec-2021	New		
(P) Accountants in Bankruptcy-Presales	Richard Hope	Accountants in Bankru...	ddkj@gmail.com	12-Apr-22	26-Sep-2020	31-Dec-2020	New		
(P) ACE Cognito Support SOW-JLL-003-CR4		Integral UK Limited			09-Aug-2021	05-Mar-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR5		Integral UK Limited			02-Aug-2021	25-Feb-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR6		Integral UK Limited			30-Aug-2021	02-Jan-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR7		Integral UK Limited			27-Dec-2021	12-Mar-2022	New		
(P) Adelante Managed Manual Regression T...		Adelante Software Lim...			07-Feb-2022	31-Mar-2022	New		
(P) Adena Service-SOW-MON-003		Adena Service Ltd Mo...			25-Jan-2021	26-Feb-2021	New		
(P) Adena Services - SoW-MON-010		Adena Service Ltd Mo...			07-Feb-2022	01-Apr-2022	New		
(P) Aetna - Meritain Health Claims UI - Mana...	Venkata Shyam P...	Aetna	rajeswari.kanupuru@prolifcs...	06-Apr-22	01-Apr-2021	29-Mar-2024	Sent For Survey	4.94	
(P) AgReliant Genetics LLC: Implement Jedo...		AgReliant Genetics LLC			20-Jul-2020	31-Jan-2022	New		

Project: Here the name of the project will be displayed by clicking on the project name can view the complete details of the project in a new window.

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.

Initiated on: The Date the process has initiated will be displayed here.

Prj St Dt: The Date when the project has started will be displayed here.

Prj End Dt: The Date when the project has completed/ Ended will be displayed here.

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

Survey Result: Once the survey is sent and client has completed the survey then those details and score of the survey will be displayed.

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:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...	Michel.Pierre@fleetcor.com	08-Apr-22	01-Sep-2020	31-Mar-2022	New		 
(P) 3M Corporation: SOAR DB2 break fix	Karen Bowden	IBM Global Services - ...		12-Apr-22	01-May-2021	03-Dec-2021	New		 
(P) Accountants in Bankruptcy-Presales	Richard Hope	Accountants in Bankru...	ddkj@gmail.com	12-Apr-22	26-Sep-2020	31-Dec-2020	New		 
(P) ACE Cognito Support SOW-JLL-003-CR4		Integral UK Limited			09-Aug-2021	05-Mar-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR5		Integral UK Limited			02-Aug-2021	25-Feb-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR6		Integral UK Limited			30-Aug-2021	02-Jan-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR7		Integral UK Limited			27-Dec-2021	12-Mar-2022	New		
(P) Adelante: Managed Manual Regression T...		Adelante Software Lim...			07-Feb-2022	31-Mar-2022	New		
(P) Adena Service-SOW-MON-003		Adena Service Ltd Mo...			25-Jan-2021	26-Feb-2021	New		
(P) Adena Services - SoW-MON-010		Adena Service Ltd Mo...			07-Feb-2022	01-Apr-2022	New		

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

Show 20 entries





Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...	Michel.Pierre@fleetcor.com	08-Apr-22	01-Sep-2020	31-Mar-2022	New		  
(P) 3M Corporation: SOAR DB2 break fix	Karen Bowden	IBM Global Services - ...		12-Apr-22	01-May-2021	03-Dec-2021	New		  
(P) Accountants in Bankruptcy-Presales	Richard Hope	Accountants in Bankru...	ddkj@gmail.com	12-Apr-22	26-Sep-2020	31-Dec-2020	New		  
(P) ACE Cognito Support SOW-JLL-003-CR4		Integral UK Limited			09-Aug-2021	05-Mar-2022	New		

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

Show 20 entries

Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...	Michel.Pierre@fleetcor.com	08-Apr-22	01-Sep-2020	31-Mar-2022	Verification Re...		   

Previous 1 Next

Confirm Details

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.

Show 20 entries

Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Ser...	Suresh Sakamuri	FleetCor Technologies...	Michel.Pierre@fleetcor.com	08-Apr-22	01-Sep-2020	31-Mar-2022	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.

Show 20 entries


Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...	Michel.Pierre@fleetcor.com	08-Apr-22	01-Sep-2020	31-Mar-2022	Verified		
(P) (CNESST)Commission des normes, de l...		(CNESST)Commissio...			09-Jan-2021	22-Jan-2021	New		
(P) (CNESST)Commission des normes, de l...		(CNESST)Commissio...			17-Apr-2021	02-Jul-2021	New		
(P) (CNESST)Commission des normes, de l...		(CNESST)Commissio...			17-Apr-2021	16-Jul-2021	New		

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 : Select Survey

 Send Survey

Compasss Managed Services CSAT
 CSAT for ICBC
 CSAT John Hancock
 Generic Prolifics Customer Satisfaction Survey

com

OR Mulesoft Dev & QA - API Services

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

13-CR7	Integral UK Limited			27-Dec-2021	12-Mar-2022
ssion T...	Adelante Software Lim...			07-Feb-2022	31-Mar-2022

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

Send Project Survey

Survey : Select Survey

Select Survey

Compass Managed Services CSAT

CSAT for ICBC

CSAT John Hancock

Generic Prolifics Customer Satisfaction Survey

Send Survey

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Dear Customer,

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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

Search:

Status

Verified

New

New

New

New

New

New

New

New

-003-CR7

Integral UK Limited

27-Dec-2021

12-Mar-2022

New

Step 10: The Questions for the survey are the pre created Questions based on the Type selected those all questions in that survey type will be sent.

CSAT Survey Questions

Governance

	Survey/Question	Created On/Question type
▼	Compass Managed Services CSAT	19-Feb-20
	How satisfied or dissatisfied are you with the 'Consultants Prolifics Provided' in terms of- Technical Experience	Very Satisfied/Somewhat Satisfied/Neutral
	How satisfied or dissatisfied are you with the 'Consultants Prolifics Provided' in terms of- Experience Levels	Very Satisfied/Somewhat Satisfied/Neutral
	How satisfied or dissatisfied are you with the 'Consultants Prolifics Provided' in terms of- Communication Skills	Very Satisfied/Somewhat Satisfied/Neutral
	How satisfied or dissatisfied are you with the 'Consultants Prolifics Provided' in terms of- Responsiveness	Very Satisfied/Somewhat Satisfied/Neutral
	Please rate to what degree you agree or disagree with the following statements- Assignments were completed in a timely manner	Strongly Disagree/Somewhat Disagree/Neutral
<div><div><div></div><div></div><div></div></div><div><div>1</div><div><<</div><div>Page 1</div><div>of 4</div><div>>></div><div></div></div><div>View 1 - 5 of 16</div></div>		
▶	CSAT for ICBC	20-May-21
▶	CSAT John Hancock	26-Nov-20
▶	Generic Prolifics Customer Satisfaction Survey	12-Feb-20
<div><div><div></div><div></div><div></div></div><div><div>1</div><div><<</div><div>Page 1</div><div>of 1</div><div>>></div><div></div></div><div>View 1 - 4 of 4</div></div>		

Step 11: After selecting the survey type the mail will be sent to the client.

Send Project Survey

Survey : **Compass Managed Services CSAT**

Send Survey

To : **Michel.Pierre@fleetcor.com**

Subject : **CSAT For (P) 'FLEETCOR Mulesoft Dev & QA - API Services**

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 12: Once the client fills out all the questions the score of the survey will be populated in the particular column.

Show **20** entries

Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result
(P) 'FLEETCOR Mulesoft Dev & QA - API Services	Suresh Sakamuri	FleetCor Technologies, Inc.	Michel.Pierre@fleetcor.com	08-Apr-22	01-Sep-2020	31-Mar-2022	Verified	
(P) Aetna - Meritain Health Claims UI - Managed ...	Venkata Shyam Pra...	Aetna	rajeswari.kanupuru@prolifics.com	06-Apr-22	01-Apr-2021	29-Mar-2024	Sent For Survey	4.94
(P) Aetna - Meritain Health Claims UI - Managed ...	Venkata Shyam Pra...	Aetna	rajeswari.kanupuru@prolifics.com	06-Apr-22	01-Apr-2021	29-Mar-2024	Verification Req...	

3. Filters

3a. Action

Here we can select the different data tables based on the action details selected.

CSAT

Governance

Search Filters

Action : **Initiation**

Project : **Initiation**

Business unit : **<< ALL >>**

Customer : **<< ALL >>**

Project Stage : **In Progress**

CSAT Month : **Apr-2022**

Status : **<< ALL >>**

Search

By selecting the Initiation, the data table with all the details to be processed will be shown.

Show 20 entries

Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...		08-Apr-22	01-Sep-2020	31-Mar-2022	New		
(P) 3M Corporation: SOAR DB2 break fix	Karen Bowden	IBM Global Services - ...		12-Apr-22	01-May-2021	03-Dec-2021	New		
(P) Accountants in Bankruptcy-Presales	Richard Hope	Accountants in Bankru...	ddkj@gmail.com	12-Apr-22	26-Sep-2020	31-Dec-2020	New		
(P) ACE Cognito Support SOW-JLL-003-CR4		Integral UK Limited			09-Aug-2021	05-Mar-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR5		Integral UK Limited			02-Aug-2021	25-Feb-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR6		Integral UK Limited			30-Aug-2021	02-Jan-2022	New		
(P) ACE Cognito Support SOW-JLL-003-CR7		Integral UK Limited			27-Dec-2021	12-Mar-2022	New		
(P) Adelante: Managed Manual Regression T...		Adelante Software Lim...			07-Feb-2022	31-Mar-2022	New		
(P) Adena Service-SOW-MON-003		Adena Service Ltd Mo...			25-Jan-2021	26-Feb-2021	New		
(P) Adena Services - SoW-MON-010		Adena Service Ltd Mo...			07-Feb-2022	01-Apr-2022	New		
(P) Aetna - Meritain Health Claims UI - Mana...	Venkata Shyam P...	Aetna	rajeswari.kanupuru@prolifcs...	06-Apr-22	01-Apr-2021	29-Mar-2024	Sent For Survey	4.94	
(P) AgReliant Genetics LLC: Implement Jedo...		AgReliant Genetics LLC			20-Jul-2020	31-Jan-2022	New		

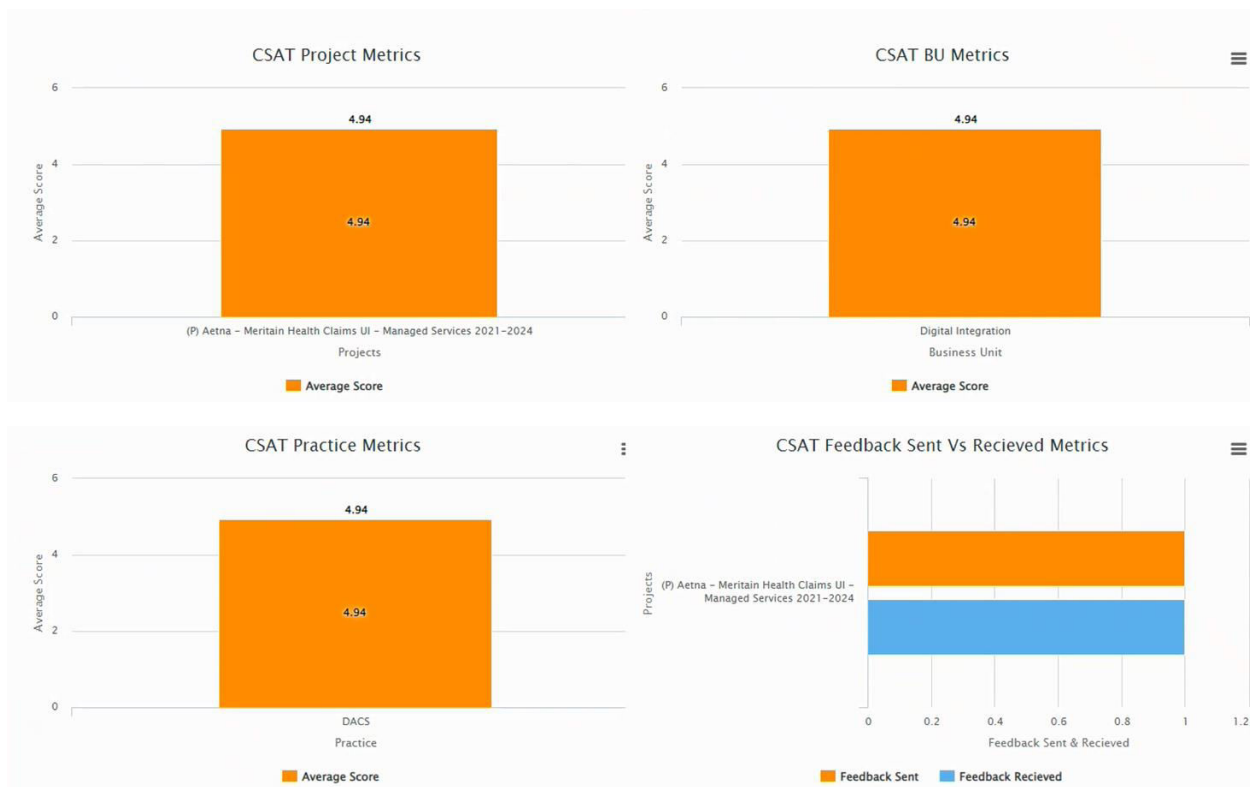
By selecting the reports, the data related to which the survey has sent in that particular month will be shown in the table below.

Show 20 entries

Search:

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result
(P) FLEETCOR Mulesoft Dev & QA - API Services	Suresh Sakamuri	FleetCor Technologies, Inc.	Michel.Pierre@fleetcor.com	08-Apr-22	01-Sep-2020	31-Mar-2022	Verified	
(P) Aetna - Meritain Health Claims UI - Managed ...	Venkata Shyam Pra...	Aetna	rajeswari.kanupuru@prolifcs.com	06-Apr-22	01-Apr-2021	29-Mar-2024	Sent For Survey	4.94
(P) Aetna - Meritain Health Claims UI - Managed ...	Venkata Shyam Pra...	Aetna	rajeswari.kanupuru@prolifcs.com	06-Apr-22	01-Apr-2021	29-Mar-2024	Verification Req...	

By selecting the Metrics, the different metrics shows regarding the survey done and different BU Units.



3b. Business Unit

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

3c. Customer

Here the particular customers can be selected of whom the data we are looking for can select the selection as ALL.

The screenshot shows the 'Search Filters' section of a software interface. The 'Customer' dropdown menu is open, displaying a list of customer names including '21st Century Insurance Group', '21st Century Oncology', '7-Eleven', and 'Tirene'. The 'Business unit' is set to '<< ALL >>' and the 'Project Stage' is set to 'In Progress'. The 'Status' is also set to '<< ALL >>'. The 'CSAT Month' is set to 'Apr-2022'. The 'Project' field has a placeholder text 'Type/Press space to go'. Below the filters, there is a table with columns: Project, Project Manager, Client Name, Client Email, and Initia. The table shows two entries: '(P) FLEETCOR Mulesoft Dev & QA - API Se...' and '(P) 3M Corporation: SOAR DB2 break fix'.

Project	Project Manager	Client Name	Client Email	Initia
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...		08-A
(P) 3M Corporation: SOAR DB2 break fix	Karen Bowden	IBM Global Services - ...		12-A

3d. Project Stage

Here we can select the Project based on the Stage It is in and can send survey for those projects and based on that selection data will be populated in the table below.

The screenshot shows the 'Search Filters' section of a software interface. The 'Project Stage' dropdown menu is open, displaying a list of project stages including 'In Progress', '<< ALL >>', 'New Opportunity', 'Withdrawn', 'On Hold', 'Pending Invoice', and 'Completed(Last 1 Year)'. The 'Business unit' is set to '<< ALL >>' and the 'Customer' is set to '<< ALL >>'. The 'Status' is also set to '<< ALL >>'. The 'CSAT Month' is set to 'Apr-2022'. The 'Project' field has a placeholder text 'Type/Press space to go'. Below the filters, there is a table with columns: Project, Project Manager, Client Name, Client Email, Initiated On, Prj St Dt, Prj End Dt, Status, Surve, and Actions. The table shows two entries: '(P) FLEETCOR Mulesoft Dev & QA - API Se...' and '(P) 3M Corporation: SOAR DB2 break fix'.

Project	Project Manager	Client Name	Client Email	Initiated On	Prj St Dt	Prj End Dt	Status	Surve	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor Technologies...		08-A					
(P) 3M Corporation: SOAR DB2 break fix	Karen Bowden	IBM Global Services - ...		12-A					

3e. Project

Here we can select the Project by searching for the project.

3f. CSAT Month

Here based on the Month selected those details of the Projects in that month will be shown in the table below.

Governance

Search Filters

Action : Initiation Business unit : << ALL >> Customer : << ALL >> Project Stage : In Progress

Project : Type/Press space to go CSAT Month : Apr-2022 Status : << ALL >>

Show 20 entries

Project	Project Manager	Ctie	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor 1	08-Apr-22	01-Sep-2020	31-Mar-2022	New		
(P) 3M Corporation: SOAR DB2 break fix	Karen Soudan	IBM Clus...	12-Apr-22	01-May-2021	03-Dec-2021	New		
(P) Accountants in Bankruptcy-Presales	Richard Hope	Accountants in Bankru...	12-Apr-22	26-Sep-2020	31-Dec-2020	New		

3g. Status

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

CSAT

Governance

Search Filters

Action : Initiation Business unit : << ALL >> Customer : << ALL >> Project Stage : In Progress

Project : Type/Press space to go CSAT Month : Apr-2022 Status : << ALL >>

Show 20 entries

Project	Project Manager	Ctie	Initiated On	Prj St Dt	Prj End Dt	Status	Survey result	Actions
(P) FLEETCOR Mulesoft Dev & QA - API Se...	Suresh Sakamuri	FleetCor 1	08-Apr-22	01-Sep-2020	31-Mar-2022	New		
(P) 3M Corporation: SOAR DB2 break fix	Karen Soudan	IBM Clus...	12-Apr-22	01-May-2021	03-Dec-2021	New		
(P) Accountants in Bankruptcy-Presales	Richard Hope	Accountants in Bankru...	12-Apr-22	26-Sep-2020	31-Dec-2020	New		