



RESPONSE TO CUSTOMER TELEPHONE CALLS QUESTIONNAIRE ANALYSIS

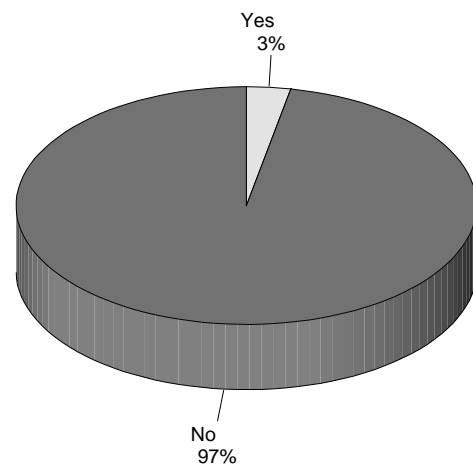
As at 11 January 2002 the results are as follows:-

A TOTAL OF 500 QUESTIONNAIRES WERE PRINTED AND DISTRIBUTED THROUGHOUT THE AUTHORITY

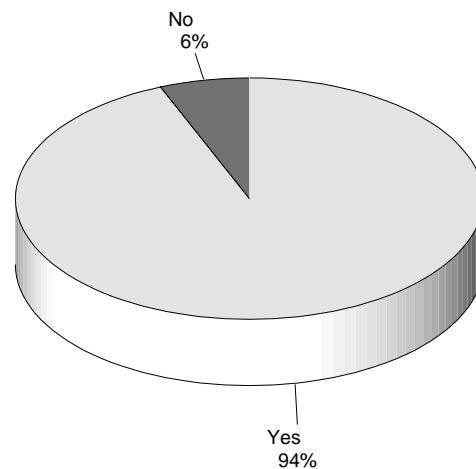
Number of Questionnaires sent out	421
Number of Questionnaires received	129
Percentage of Returns	31%

YOUR CALL:

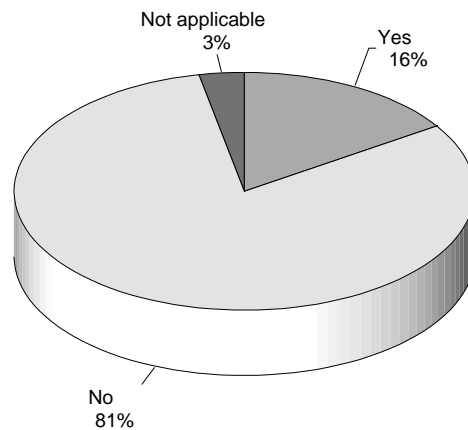
1. Did you have any trouble in locating our telephone number?



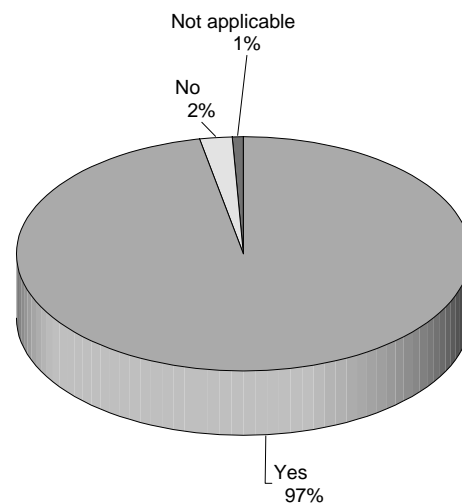
2. Was the telephone answered promptly?



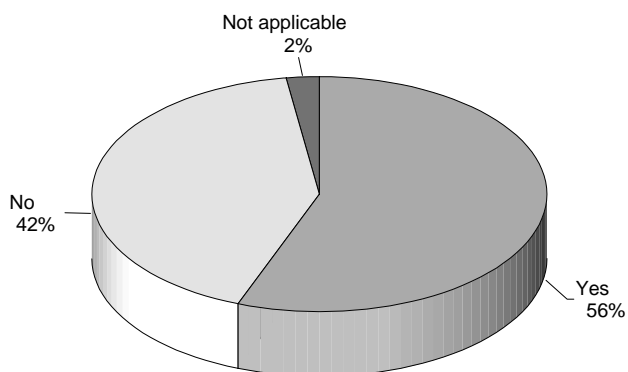
3. Have you previously had a call unanswered?



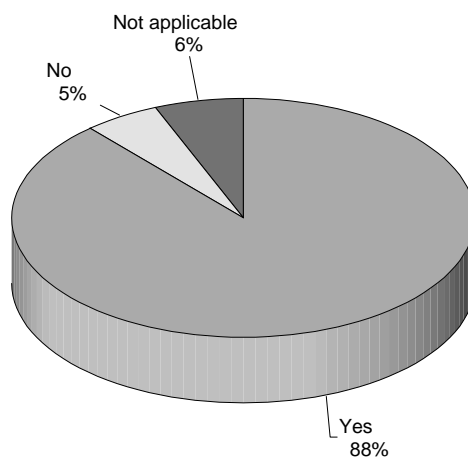
4. Were you greeted in a polite and courteous manner?



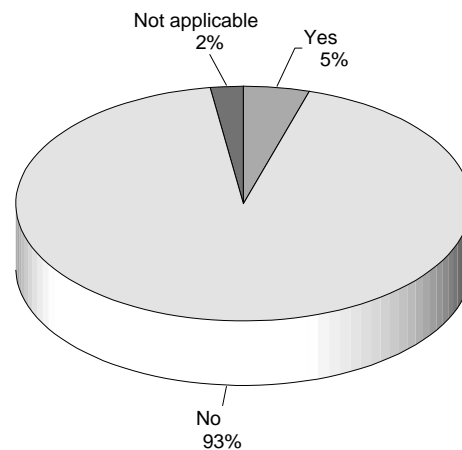
5. Were you transferred to another telephone extension?



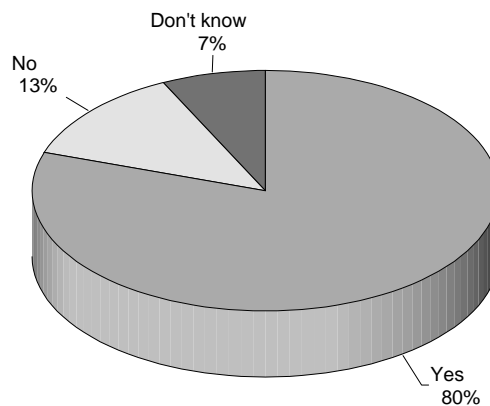
6. Was your call correctly connected to the person you wanted?



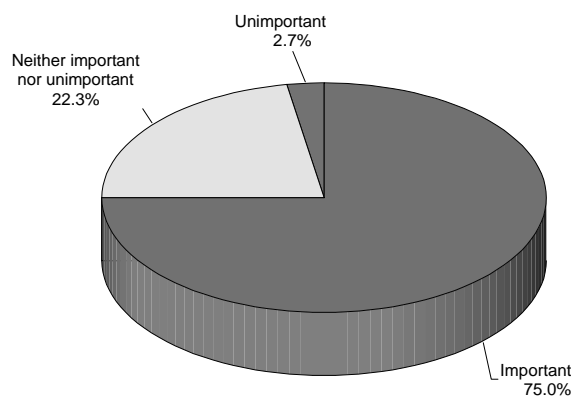
7. Were you passed around from one member of staff to another?



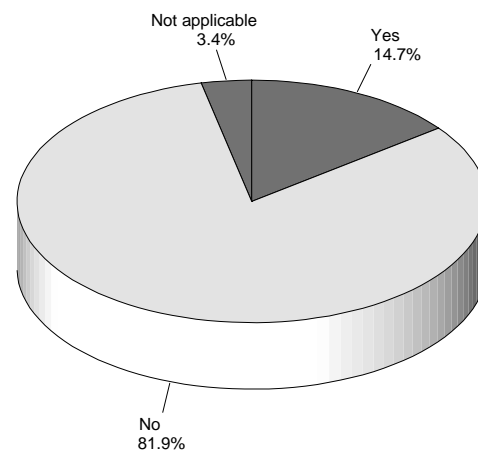
8. Did the person dealing with your enquiry tell you their name?



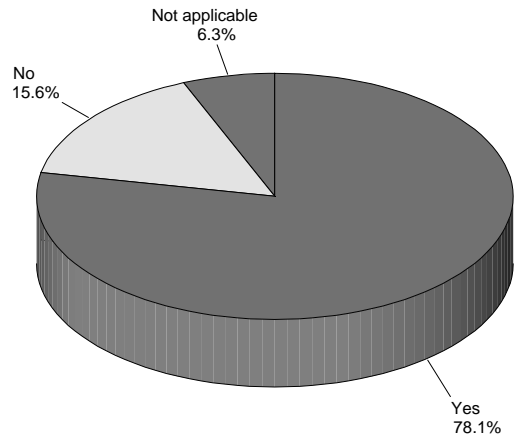
9. Would you prefer to know the name of the person who deals with your enquiry?



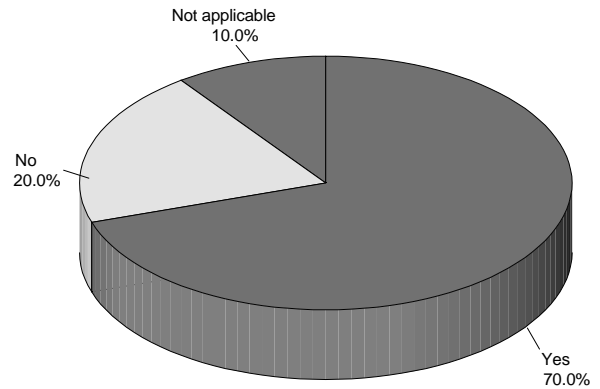
10. Were you connected to a voicemail/answer machine facility?



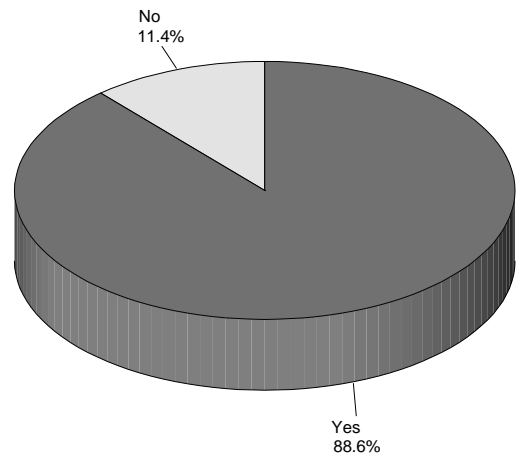
11. If connected to a voicemail/answer machine did you leave a message?



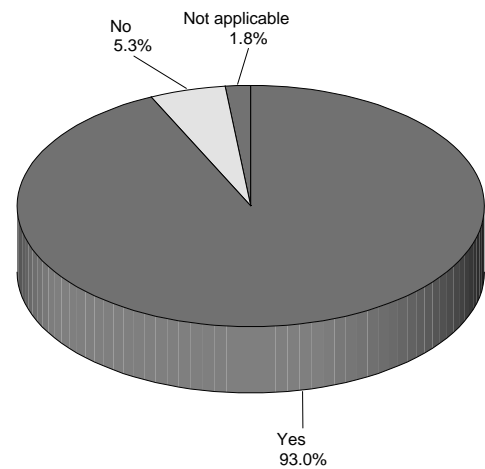
12. If you left a message, was your call acted upon/call returned?



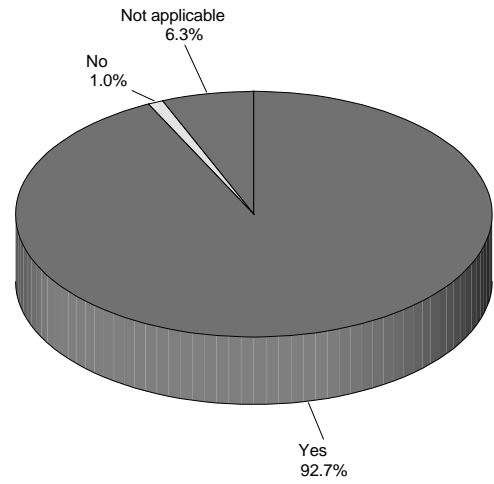
13. Will the telephone always be your main method of contacting us?



14. Do our contactable hours meet your needs?

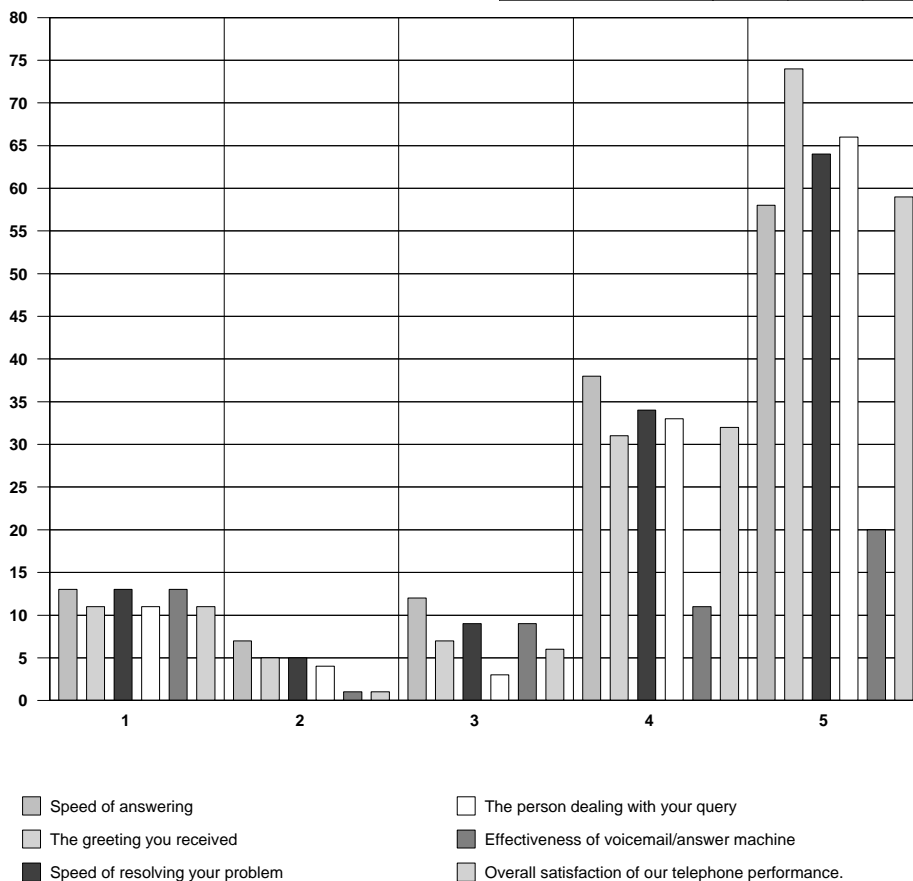


15. Were things explained in a way you could easily understand?



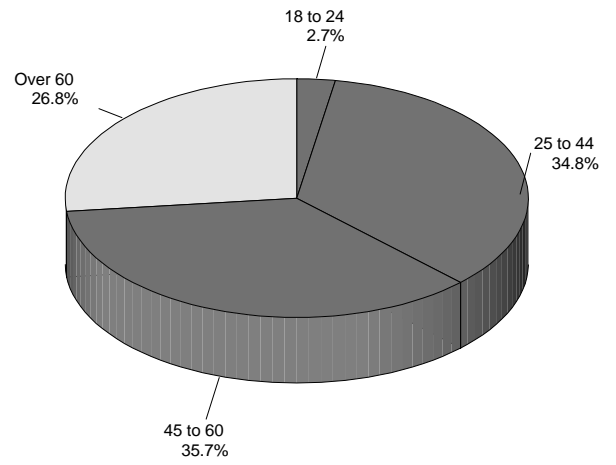
16. On a scale of 1-5 (where 1 is Poor and 5 is Very Good) please rate your general satisfaction for the following points:-

Absolute Analysis % Respondents	Base	Grid Table				
		1	2	3	4	5
	660	72 10.9%	23 3.5%	46 7.0%	179 27.1%	341 51.7%
Speed of answering	128	13 10.2%	7 5.5%	12 9.4%	38 29.7%	58 45.3%
The greeting you received	128	11 8.6%	5 3.9%	7 5.5%	31 24.2%	74 57.8%
Speed of resolving your problem	124	13 10.5%	5 4.0%	9 7.3%	34 27.4%	64 51.6%
The person dealing with your query	117	11 9.4%	4 3.4%	3 2.6%	33 28.2%	66 56.4%
Effectiveness of voicemail/answer machine	54	13 24.1%	1 1.9%	9 16.7%	11 20.4%	20 37.0%
Overall satisfaction of our telephone performance.	109	11 10.1%	1 0.9%	6 5.5%	32 29.4%	59 54.1%

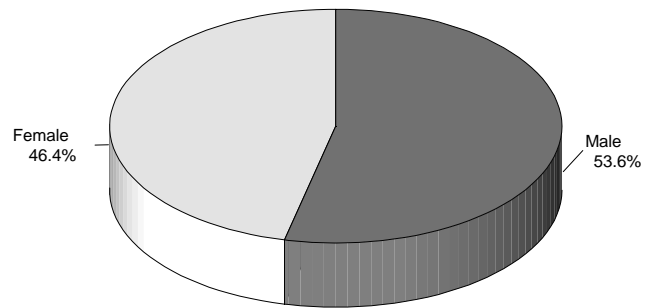


About You

17. What is your age band?



18. Are you...?



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