

OVERVIEW

ABC Company contracted with SDS to conduct monthly surveys with ABC customers who had an installation, repair, or other contact with an ABC Company employee within 30 days of the survey date. These surveys were conducted using a ABC-provided database. A total of 95 surveys were completed with ABC customers for the November 2010 period.

Administration

SDS developed the questionnaire based on previous ABC ongoing satisfaction surveys and consultation with ABC management. To meet the research objectives, SDS interviewed customers who had contact with ABC within 30 days of the survey date, from October 1 – October 30, 2006. SDS Tele-Service Agents conducted the surveys by telephone during November and December of 2010.

SDS Tele-Service agents interviewed a total of 95 ABC customers. Three attempts were made to reach every useable number (182 total) in the database provided by ABC.

Sampling

For this project, every customer in the database was given an equal opportunity to participate. Three attempts were made to contact every customer in the database.

The confidence level is 95%, with a margin of error of $\pm 6.97\%$ for the combined data. In other words, the results presented here from the sample of 95 can be applied to the entire group from which the participants were selected (ABC customer database of 182), with confidence that the results would be within $\pm 6.97\%$ of this data if every customer in the database had answered the survey questions.

Ratings by CSR for November 2010

			CSR - A. Courtesy & Friendliness			Total
			Excellent	Good	Poor	
CSR	2	Count	8	7	0	15
		% within CSR	53.3%	46.7%	.0%	100.0%
	3	Count	6	1	2	9
		% within CSR	66.7%	11.1%	22.2%	100.0%
	4	Count	1	3	0	4
		% within CSR	25.0%	75.0%	.0%	100.0%
	5	Count	14	3	0	17
		% within CSR	82.4%	17.6%	.0%	100.0%
	6	Count	12	2	0	14
		% within CSR	85.7%	14.3%	.0%	100.0%
	7	Count	1	2	0	3
		% within CSR	33.3%	66.7%	.0%	100.0%
	8	Count	0	1	0	1
		% within CSR	.0%	100.0%	.0%	100.0%
	11	Count	12	2	0	14
		% within CSR	85.7%	14.3%	.0%	100.0%
	12	Count	4	2	0	6
		% within CSR	66.7%	33.3%	.0%	100.0%
	15	Count	1	3	0	4
		% within CSR	25.0%	75.0%	.0%	100.0%
	16	Count	1	0	0	1
		% within CSR	100.0%	.0%	.0%	100.0%
	17	Count	6	1	0	7
		% within CSR	85.7%	14.3%	.0%	100.0%
Total		Count	66	27	2	95
		% within CSR	69.5%	28.4%	2.1%	100.0%

Ratings by CSR for January – November 2010

			CSR - A. Courtesy & Friendliness				Total
			Excellent	Good	Fair	Poor	
CSR	2	Count	52	40	1	2	95
		% within CSR	54.7%	42.1%	1.1%	2.1%	100.0%
	3	Count	34	26	0	2	62
		% within CSR	54.8%	41.9%	.0%	3.2%	100.0%
	4	Count	11	14	1	0	26
		% within CSR	42.3%	53.8%	3.8%	.0%	100.0%
	5	Count	64	36	1	1	102
		% within CSR	62.7%	35.3%	1.0%	1.0%	100.0%
	6	Count	71	39	2	4	116
		% within CSR	61.2%	33.6%	1.7%	3.4%	100.0%
	7	Count	31	10	0	2	43
		% within CSR	72.1%	23.3%	.0%	4.7%	100.0%
	8	Count	14	10	0	1	25
		% within CSR	56.0%	40.0%	.0%	4.0%	100.0%
	9	Count	30	11	0	0	41
		% within CSR	73.2%	26.8%	.0%	.0%	100.0%
	11	Count	65	30	2	0	97
		% within CSR	67.0%	30.9%	2.1%	.0%	100.0%
	12	Count	45	24	2	0	71
		% within CSR	63.4%	33.8%	2.8%	.0%	100.0%
	13	Count	6	3	1	0	10
		% within CSR	60.0%	30.0%	10.0%	.0%	100.0%
	15	Count	14	15	1	0	30
		% within CSR	46.7%	50.0%	3.3%	.0%	100.0%
	16	Count	18	12	0	1	31
		% within CSR	58.1%	38.7%	.0%	3.2%	100.0%
	17	Count	16	9	1	0	26
		% within CSR	61.5%	34.6%	3.8%	.0%	100.0%
	18	Count	7	5	0	0	12
		% within CSR	58.3%	41.7%	.0%	.0%	100.0%
	19	Count	6	2	0	0	8
		% within CSR	75.0%	25.0%	.0%	.0%	100.0%
Total		Count	484	286	12	13	795
		% within CSR	60.9%	36.0%	1.5%	1.6%	100.0%

Ratings by CSR for November 2010

			CSR - B. Knowledge & Ability				Total
			Excellent	Good	Fair	Poor	
CSR	2	Count	7	6	1	1	15
		% within CSR	46.7%	40.0%	6.7%	6.7%	100.0%
	3	Count	6	2	1	0	9
		% within CSR	66.7%	22.2%	11.1%	.0%	100.0%
	4	Count	1	3	0	0	4
		% within CSR	25.0%	75.0%	.0%	.0%	100.0%
	5	Count	12	4	1	0	17
		% within CSR	70.6%	23.5%	5.9%	.0%	100.0%
	6	Count	8	6	0	0	14
		% within CSR	57.1%	42.9%	.0%	.0%	100.0%
	7	Count	1	2	0	0	3
		% within CSR	33.3%	66.7%	.0%	.0%	100.0%
	8	Count	0	1	0	0	1
		% within CSR	.0%	100.0%	.0%	.0%	100.0%
	11	Count	11	3	0	0	14
		% within CSR	78.6%	21.4%	.0%	.0%	100.0%
	12	Count	3	3	0	0	6
		% within CSR	50.0%	50.0%	.0%	.0%	100.0%
	15	Count	1	3	0	0	4
		% within CSR	25.0%	75.0%	.0%	.0%	100.0%
	16	Count	1	0	0	0	1
		% within CSR	100.0%	.0%	.0%	.0%	100.0%
	17	Count	6	1	0	0	7
		% within CSR	85.7%	14.3%	.0%	.0%	100.0%
Total		Count	57	34	3	1	95
		% within CSR	60.0%	35.8%	3.2%	1.1%	100.0%

Ratings by CSR for January – November 2010

			CSR - B. Knowledge & Ability				Total
			Excellent	Good	Fair	Poor	
CSR	2	Count	53	36	3	3	95
		% within CSR	55.8%	37.9%	3.2%	3.2%	100.0%
3	3	Count	32	29	1	0	62
		% within CSR	51.6%	46.8%	1.6%	.0%	100.0%
4	4	Count	11	14	1	0	26
		% within CSR	42.3%	53.8%	3.8%	.0%	100.0%
5	5	Count	56	40	5	1	102
		% within CSR	54.9%	39.2%	4.9%	1.0%	100.0%
6	6	Count	60	51	1	3	115
		% within CSR	52.2%	44.3%	.9%	2.6%	100.0%
7	7	Count	28	14	0	1	43
		% within CSR	65.1%	32.6%	.0%	2.3%	100.0%
8	8	Count	11	13	0	1	25
		% within CSR	44.0%	52.0%	.0%	4.0%	100.0%
9	9	Count	26	14	1	0	41
		% within CSR	63.4%	34.1%	2.4%	.0%	100.0%
11	11	Count	58	32	7	0	97
		% within CSR	59.8%	33.0%	7.2%	.0%	100.0%
12	12	Count	40	30	1	0	71
		% within CSR	56.3%	42.3%	1.4%	.0%	100.0%
13	13	Count	6	2	1	1	10
		% within CSR	60.0%	20.0%	10.0%	10.0%	100.0%
15	15	Count	15	12	2	1	30
		% within CSR	50.0%	40.0%	6.7%	3.3%	100.0%
16	16	Count	16	13	1	1	31
		% within CSR	51.6%	41.9%	3.2%	3.2%	100.0%
17	17	Count	12	12	2	0	26
		% within CSR	46.2%	46.2%	7.7%	.0%	100.0%
18	18	Count	6	6	0	0	12
		% within CSR	50.0%	50.0%	.0%	.0%	100.0%
19	19	Count	4	4	0	0	8
		% within CSR	50.0%	50.0%	.0%	.0%	100.0%
Total	Total	Count	434	322	26	12	794
		% within CSR	54.7%	40.6%	3.3%	1.5%	100.0%

Ratings by Tech for November 2010

			TECH - A. Courtesy & Friendliness			Total
			Excellent	Good	Poor	
TECH	4	Count	7	1	0	8
		% within TECH	87.5%	12.5%	.0%	100.0%
	6	Count	9	2	0	11
		% within TECH	81.8%	18.2%	.0%	100.0%
	13	Count	4	2	0	6
		% within TECH	66.7%	33.3%	.0%	100.0%
	14	Count	9	2	0	11
		% within TECH	81.8%	18.2%	.0%	100.0%
	15	Count	12	2	1	15
		% within TECH	80.0%	13.3%	6.7%	100.0%
	Total	Count	41	9	1	51
		% within TECH	80.4%	17.6%	2.0%	100.0%

Ratings by Tech for January – November 2010

			TECH - A. Courtesy & Friendliness				Total
			Excellent	Good	Fair	Poor	
TECH	4	Count	50	15	1	0	66
		% within TECH	75.8%	22.7%	1.5%	.0%	100.0%
	6	Count	50	21	0	0	71
		% within TECH	70.4%	29.6%	.0%	.0%	100.0%
	7	Count	40	6	0	0	46
		% within TECH	87.0%	13.0%	.0%	.0%	100.0%
	9	Count	17	10	0	0	27
		% within TECH	63.0%	37.0%	.0%	.0%	100.0%
	11	Count	4	0	0	0	4
		% within TECH	100.0%	.0%	.0%	.0%	100.0%
	13	Count	36	31	2	0	69
		% within TECH	52.2%	44.9%	2.9%	.0%	100.0%
	14	Count	21	11	0	0	32
		% within TECH	65.6%	34.4%	.0%	.0%	100.0%
	15	Count	29	10	0	1	40
		% within TECH	72.5%	25.0%	.0%	2.5%	100.0%
	Total	Count	247	104	3	1	355
		% within TECH	69.6%	29.3%	.8%	.3%	100.0%

Ratings by Tech for November 2010

			TECH - B. Knowledge & Ability			Total
			Excellent	Good	Fair	
TECH	4	Count	7	1	0	8
		% within TECH	87.5%	12.5%	.0%	100.0%
	6	Count	9	2	0	11
		% within TECH	81.8%	18.2%	.0%	100.0%
	13	Count	4	2	0	6
		% within TECH	66.7%	33.3%	.0%	100.0%
	14	Count	9	1	1	11
		% within TECH	81.8%	9.1%	9.1%	100.0%
	15	Count	12	3	0	15
		% within TECH	80.0%	20.0%	.0%	100.0%
	Total	Count	41	9	1	51
		% within TECH	80.4%	17.6%	2.0%	100.0%

Ratings by Tech for January – November 2010

			TECH - B. Knowledge & Ability			Total
			Excellent	Good	Fair	
TECH	4	Count	45	19	2	66
		% within TECH	68.2%	28.8%	3.0%	100.0%
	6	Count	53	17	1	71
		% within TECH	74.6%	23.9%	1.4%	100.0%
	7	Count	31	14	1	46
		% within TECH	67.4%	30.4%	2.2%	100.0%
	9	Count	18	9	0	27
		% within TECH	66.7%	33.3%	.0%	100.0%
	11	Count	4	0	0	4
		% within TECH	100.0%	.0%	.0%	100.0%
	13	Count	33	35	1	69
		% within TECH	47.8%	50.7%	1.4%	100.0%
	14	Count	22	9	1	32
		% within TECH	68.8%	28.1%	3.1%	100.0%
	15	Count	27	12	1	40
		% within TECH	67.5%	30.0%	2.5%	100.0%
	Total	Count	233	115	7	355
		% within TECH	65.6%	32.4%	2.0%	100.0%

ABC Overall (Question 3) Cumulative Results for 2010

			Q3. Overall, how do you rate your recent interaction with ABC Company?				Total
			Excellent	Good	Fair	Poor	
Month	January	Count	29	10	2	0	41
		% within Month	70.7%	24.4%	4.9%	.0%	100.0%
	February	Count	53	26	0	0	79
		% within Month	67.1%	32.9%	.0%	.0%	100.0%
	March	Count	23	7	1	0	31
		% within Month	74.2%	22.6%	3.2%	.0%	100.0%
	April	Count	66	45	7	2	120
		% within Month	55.0%	37.5%	5.8%	1.7%	100.0%
	May	Count	50	25	5	2	82
		% within Month	61.0%	30.5%	6.1%	2.4%	100.0%
	June	Count	43	39	2	0	84
		% within Month	51.2%	46.4%	2.4%	.0%	100.0%
	July	Count	30	19	1	0	50
		% within Month	60.0%	38.0%	2.0%	.0%	100.0%
	August	Count	23	22	0	0	45
		% within Month	51.1%	48.9%	.0%	.0%	100.0%
	September	Count	35	28	2	0	65
		% within Month	53.8%	43.1%	3.1%	.0%	100.0%
	October	Count	53	41	3	3	100
		% within Month	53.0%	41.0%	3.0%	3.0%	100.0%
	November	Count	65	26	4	0	95
		% within Month	68.4%	27.4%	4.2%	.0%	100.0%
Total	Count	470	288	27	7	792	
	% within Month	59.3%	36.4%	3.4%	.9%	100.0%	

ABC CSR Cumulative Results - 2010

CSR 2

			CSR - A. Courtesy & Friendliness				Total
			Excellent	Good	Fair	Poor	
Month	January	Count	3	4	0	0	7
		% within Month	42.9%	57.1%	.0%	.0%	100.0%
	February	Count	9	3	0	0	12
		% within Month	75.0%	25.0%	.0%	.0%	100.0%
	March	Count	1	1	0	0	2
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	April	Count	6	6	0	0	12
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	May	Count	5	3	0	0	8
		% within Month	62.5%	37.5%	.0%	.0%	100.0%
	June	Count	6	4	0	0	10
		% within Month	60.0%	40.0%	.0%	.0%	100.0%
	July	Count	1	3	0	0	4
		% within Month	25.0%	75.0%	.0%	.0%	100.0%
	August	Count	3	2	0	0	5
		% within Month	60.0%	40.0%	.0%	.0%	100.0%
	September	Count	6	1	0	0	7
		% within Month	85.7%	14.3%	.0%	.0%	100.0%
	October	Count	4	6	1	2	13
		% within Month	30.8%	46.2%	7.7%	15.4%	100.0%
	November	Count	8	7	0	0	15
		% within Month	53.3%	46.7%	.0%	.0%	100.0%
Total		Count	52	40	1	2	95
		% within Month	54.7%	42.1%	1.1%	2.1%	100.0%

			CSR - B. Knowledge & Ability				Total
			Excellent	Good	Fair	Poor	
Month	January	Count	3	4	0	0	7
		% within Month	42.9%	57.1%	.0%	.0%	100.0%
	February	Count	9	3	0	0	12
		% within Month	75.0%	25.0%	.0%	.0%	100.0%
	March	Count	1	1	0	0	2
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	April	Count	7	5	0	0	12
		% within Month	58.3%	41.7%	.0%	.0%	100.0%
	May	Count	4	3	1	0	8
		% within Month	50.0%	37.5%	12.5%	.0%	100.0%
	June	Count	5	5	0	0	10
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	July	Count	2	2	0	0	4
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	August	Count	3	2	0	0	5
		% within Month	60.0%	40.0%	.0%	.0%	100.0%
	September	Count	6	1	0	0	7
		% within Month	85.7%	14.3%	.0%	.0%	100.0%
	October	Count	6	4	1	2	13
		% within Month	46.2%	30.8%	7.7%	15.4%	100.0%
	November	Count	7	6	1	1	15
		% within Month	46.7%	40.0%	6.7%	6.7%	100.0%
Total	Count	53	36	3	3	95	
	% within Month	55.8%	37.9%	3.2%	3.2%	100.0%	

			CSR - C. Problem Solving				Total
			Excellent	Good	Fair	Poor	
Month	January	Count	3	4	0	0	7
		% within Month	42.9%	57.1%	.0%	.0%	100.0%
	February	Count	9	3	0	0	12
		% within Month	75.0%	25.0%	.0%	.0%	100.0%
	March	Count	2	0	0	0	2
		% within Month	100.0%	.0%	.0%	.0%	100.0%
	April	Count	8	4	0	0	12
		% within Month	66.7%	33.3%	.0%	.0%	100.0%
	May	Count	3	5	0	0	8
		% within Month	37.5%	62.5%	.0%	.0%	100.0%
	June	Count	8	2	0	0	10
		% within Month	80.0%	20.0%	.0%	.0%	100.0%
	July	Count	2	2	0	0	4
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	August	Count	3	2	0	0	5
		% within Month	60.0%	40.0%	.0%	.0%	100.0%
	September	Count	6	1	0	0	7
		% within Month	85.7%	14.3%	.0%	.0%	100.0%
	October	Count	5	7	0	1	13
		% within Month	38.5%	53.8%	.0%	7.7%	100.0%
	November	Count	7	6	1	1	15
		% within Month	46.7%	40.0%	6.7%	6.7%	100.0%
Total	Count	56	36	1	2	95	
	% within Month	58.9%	37.9%	1.1%	2.1%	100.0%	

			CSR - D. Professionalism				Total
			Excellent	Good	Fair	Poor	
Month	January	Count	3	3	1	0	7
		% within Month	42.9%	42.9%	14.3%	.0%	100.0%
	February	Count	9	3	0	0	12
		% within Month	75.0%	25.0%	.0%	.0%	100.0%
	March	Count	2	0	0	0	2
		% within Month	100.0%	.0%	.0%	.0%	100.0%
	April	Count	8	4	0	0	12
		% within Month	66.7%	33.3%	.0%	.0%	100.0%
	May	Count	5	3	0	0	8
		% within Month	62.5%	37.5%	.0%	.0%	100.0%
	June	Count	8	2	0	0	10
		% within Month	80.0%	20.0%	.0%	.0%	100.0%
	July	Count	2	2	0	0	4
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	August	Count	3	2	0	0	5
		% within Month	60.0%	40.0%	.0%	.0%	100.0%
	September	Count	4	3	0	0	7
		% within Month	57.1%	42.9%	.0%	.0%	100.0%
	October	Count	4	7	1	1	13
		% within Month	30.8%	53.8%	7.7%	7.7%	100.0%
	November	Count	8	5	1	1	15
		% within Month	53.3%	33.3%	6.7%	6.7%	100.0%
Total	Count	56	34	3	2	95	
	% within Month	58.9%	35.8%	3.2%	2.1%	100.0%	

CSR 3

			CSR - A. Courtesy & Friendliness			Total
			Excellent	Good	Poor	
Month	January	Count	1	0	0	1
		% within Month	100.0%	.0%	.0%	100.0%
	February	Count	8	1	0	9
		% within Month	88.9%	11.1%	.0%	100.0%
	March	Count	2	0	0	2
		% within Month	100.0%	.0%	.0%	100.0%
	April	Count	4	3	0	7
		% within Month	57.1%	42.9%	.0%	100.0%
	May	Count	1	2	0	3
		% within Month	33.3%	66.7%	.0%	100.0%
	June	Count	0	7	0	7
		% within Month	.0%	100.0%	.0%	100.0%
	July	Count	2	3	0	5
		% within Month	40.0%	60.0%	.0%	100.0%
	August	Count	2	2	0	4
		% within Month	50.0%	50.0%	.0%	100.0%
	September	Count	1	3	0	4
		% within Month	25.0%	75.0%	.0%	100.0%
	October	Count	7	4	0	11
		% within Month	63.6%	36.4%	.0%	100.0%
	November	Count	6	1	2	9
		% within Month	66.7%	11.1%	22.2%	100.0%
Total	Count	34	26	2	62	
	% within Month	54.8%	41.9%	3.2%	100.0%	

			CSR - B. Knowledge & Ability			Total
			Excellent	Good	Fair	
Month	January	Count	1	0	0	1
		% within Month	100.0%	.0%	.0%	100.0%
	February	Count	7	2	0	9
		% within Month	77.8%	22.2%	.0%	100.0%
	March	Count	2	0	0	2
		% within Month	100.0%	.0%	.0%	100.0%
	April	Count	4	3	0	7
		% within Month	57.1%	42.9%	.0%	100.0%
	May	Count	1	2	0	3
		% within Month	33.3%	66.7%	.0%	100.0%
	June	Count	0	7	0	7
		% within Month	.0%	100.0%	.0%	100.0%
	July	Count	2	3	0	5
		% within Month	40.0%	60.0%	.0%	100.0%
	August	Count	2	2	0	4
		% within Month	50.0%	50.0%	.0%	100.0%
	September	Count	1	3	0	4
		% within Month	25.0%	75.0%	.0%	100.0%
	October	Count	6	5	0	11
		% within Month	54.5%	45.5%	.0%	100.0%
	November	Count	6	2	1	9
		% within Month	66.7%	22.2%	11.1%	100.0%
Total		Count	32	29	1	62
		% within Month	51.6%	46.8%	1.6%	100.0%

			CSR - C. Problem Solving				Total
			Excellent	Good	Fair	Poor	
Month	January	Count	0	1	0	0	1
		% within Month	.0%	100.0%	.0%	.0%	100.0%
	February	Count	7	2	0	0	9
		% within Month	77.8%	22.2%	.0%	.0%	100.0%
	March	Count	2	0	0	0	2
		% within Month	100.0%	.0%	.0%	.0%	100.0%
	April	Count	3	3	0	1	7
		% within Month	42.9%	42.9%	.0%	14.3%	100.0%
	May	Count	1	2	0	0	3
		% within Month	33.3%	66.7%	.0%	.0%	100.0%
	June	Count	0	7	0	0	7
		% within Month	.0%	100.0%	.0%	.0%	100.0%
	July	Count	2	3	0	0	5
		% within Month	40.0%	60.0%	.0%	.0%	100.0%
	August	Count	2	2	0	0	4
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	September	Count	1	3	0	0	4
		% within Month	25.0%	75.0%	.0%	.0%	100.0%
	October	Count	7	4	0	0	11
		% within Month	63.6%	36.4%	.0%	.0%	100.0%
	November	Count	5	3	1	0	9
		% within Month	55.6%	33.3%	11.1%	.0%	100.0%
Total		Count	30	30	1	1	62
		% within Month	48.4%	48.4%	1.6%	1.6%	100.0%

			CSR - D. Professionalism			Total
			Excellent	Good	Poor	
Month	January	Count	1	0	0	1
		% within Month	100.0%	.0%	.0%	100.0%
	February	Count	6	3	0	9
		% within Month	66.7%	33.3%	.0%	100.0%
	March	Count	2	0	0	2
		% within Month	100.0%	.0%	.0%	100.0%
	April	Count	5	2	0	7
		% within Month	71.4%	28.6%	.0%	100.0%
	May	Count	1	2	0	3
		% within Month	33.3%	66.7%	.0%	100.0%
	June	Count	0	7	0	7
		% within Month	.0%	100.0%	.0%	100.0%
	July	Count	1	4	0	5
		% within Month	20.0%	80.0%	.0%	100.0%
	August	Count	2	2	0	4
		% within Month	50.0%	50.0%	.0%	100.0%
	September	Count	2	2	0	4
		% within Month	50.0%	50.0%	.0%	100.0%
	October	Count	8	3	0	11
		% within Month	72.7%	27.3%	.0%	100.0%
	November	Count	5	3	1	9
		% within Month	55.6%	33.3%	11.1%	100.0%
Total		Count	33	28	1	62
		% within Month	53.2%	45.2%	1.6%	100.0%

CSR 4

			CSR - A. Courtesy & Friendliness			Total
			Excellent	Good	Fair	
Month	February	Count	4	0	0	4
		% within Month	100.0%	.0%	.0%	100.0%
	April	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	May	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	June	Count	0	3	0	3
		% within Month	.0%	100.0%	.0%	100.0%
	July	Count	0	1	1	2
		% within Month	.0%	50.0%	50.0%	100.0%
	August	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	September	Count	3	3	0	6
		% within Month	50.0%	50.0%	.0%	100.0%
	October	Count	0	1	0	1
		% within Month	.0%	100.0%	.0%	100.0%
	November	Count	1	3	0	4
		% within Month	25.0%	75.0%	.0%	100.0%
Total		Count	11	14	1	26
		% within Month	42.3%	53.8%	3.8%	100.0%

			CSR - B. Knowledge & Ability			Total
			Excellent	Good	Fair	
Month	February	Count	3	1	0	4
		% within Month	75.0%	25.0%	.0%	100.0%
	April	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	May	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	June	Count	0	2	1	3
		% within Month	.0%	66.7%	33.3%	100.0%
	July	Count	0	2	0	2
		% within Month	.0%	100.0%	.0%	100.0%
	August	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	September	Count	4	2	0	6
		% within Month	66.7%	33.3%	.0%	100.0%
	October	Count	0	1	0	1
		% within Month	.0%	100.0%	.0%	100.0%
	November	Count	1	3	0	4
		% within Month	25.0%	75.0%	.0%	100.0%
Total		Count	11	14	1	26
		% within Month	42.3%	53.8%	3.8%	100.0%

			CSR - C. Problem Solving				Total
			Excellent	Good	Fair	Poor	
Month	February	Count	4	0	0	0	4
		% within Month	100.0%	.0%	.0%	.0%	100.0%
	April	Count	1	1	0	0	2
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	May	Count	1	0	1	0	2
		% within Month	50.0%	.0%	50.0%	.0%	100.0%
	June	Count	0	2	0	1	3
		% within Month	.0%	66.7%	.0%	33.3%	100.0%
	July	Count	0	1	1	0	2
		% within Month	.0%	50.0%	50.0%	.0%	100.0%
	August	Count	1	1	0	0	2
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	September	Count	3	3	0	0	6
		% within Month	50.0%	50.0%	.0%	.0%	100.0%
	October	Count	0	1	0	0	1
		% within Month	.0%	100.0%	.0%	.0%	100.0%
	November	Count	0	4	0	0	4
		% within Month	.0%	100.0%	.0%	.0%	100.0%
Total		Count	10	13	2	1	26
		% within Month	38.5%	50.0%	7.7%	3.8%	100.0%

			CSR - D. Professionalism		Total
			Excellent	Good	
Month	February	Count	3	1	4
		% within Month	75.0%	25.0%	100.0%
	April	Count	1	1	2
		% within Month	50.0%	50.0%	100.0%
	May	Count	1	1	2
		% within Month	50.0%	50.0%	100.0%
	June	Count	0	3	3
		% within Month	.0%	100.0%	100.0%
	July	Count	0	2	2
		% within Month	.0%	100.0%	100.0%
	August	Count	1	1	2
		% within Month	50.0%	50.0%	100.0%
	September	Count	3	3	6
		% within Month	50.0%	50.0%	100.0%
	October	Count	0	1	1
		% within Month	.0%	100.0%	100.0%
	November	Count	0	4	4
		% within Month	.0%	100.0%	100.0%
Total		Count	9	17	26
		% within Month	34.6%	65.4%	100.0%

ABC Tech Cumulative Results - 2010

TECH 4

			TECH - A. Courtesy & Friendliness			Total
			Excellent	Good	Fair	
Month	January	Count	3	0	0	3
		% within Month	100.0%	.0%	.0%	100.0%
	February	Count	8	1	0	9
		% within Month	88.9%	11.1%	.0%	100.0%
	March	Count	0	2	0	2
		% within Month	.0%	100.0%	.0%	100.0%
	April	Count	5	0	1	6
		% within Month	83.3%	.0%	16.7%	100.0%
	May	Count	11	3	0	14
		% within Month	78.6%	21.4%	.0%	100.0%
	June	Count	3	5	0	8
		% within Month	37.5%	62.5%	.0%	100.0%
	July	Count	3	0	0	3
		% within Month	100.0%	.0%	.0%	100.0%
	August	Count	2	0	0	2
		% within Month	100.0%	.0%	.0%	100.0%
	September	Count	2	2	0	4
		% within Month	50.0%	50.0%	.0%	100.0%
	October	Count	6	1	0	7
		% within Month	85.7%	14.3%	.0%	100.0%
	November	Count	7	1	0	8
		% within Month	87.5%	12.5%	.0%	100.0%
Total		Count	50	15	1	66
		% within Month	75.8%	22.7%	1.5%	100.0%

			TECH - B. Knowledge & Ability			Total
			Excellent	Good	Fair	
Month	January	Count	3	0	0	3
		% within Month	100.0%	.0%	.0%	100.0%
	February	Count	7	1	1	9
		% within Month	77.8%	11.1%	11.1%	100.0%
	March	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	April	Count	5	1	0	6
		% within Month	83.3%	16.7%	.0%	100.0%
	May	Count	11	3	0	14
		% within Month	78.6%	21.4%	.0%	100.0%
	June	Count	3	5	0	8
		% within Month	37.5%	62.5%	.0%	100.0%
	July	Count	2	0	1	3
		% within Month	66.7%	.0%	33.3%	100.0%
	August	Count	2	0	0	2
		% within Month	100.0%	.0%	.0%	100.0%
	September	Count	0	4	0	4
		% within Month	.0%	100.0%	.0%	100.0%
	October	Count	4	3	0	7
		% within Month	57.1%	42.9%	.0%	100.0%
	November	Count	7	1	0	8
		% within Month	87.5%	12.5%	.0%	100.0%
Total		Count	45	19	2	66
		% within Month	68.2%	28.8%	3.0%	100.0%

			TECH - C. Problem Solving		Total
			Excellent	Good	
Month	January	Count	3	0	3
		% within Month	100.0%	.0%	100.0%
	February	Count	7	2	9
		% within Month	77.8%	22.2%	100.0%
	March	Count	0	2	2
		% within Month	.0%	100.0%	100.0%
	April	Count	5	1	6
		% within Month	83.3%	16.7%	100.0%
	May	Count	11	3	14
		% within Month	78.6%	21.4%	100.0%
	June	Count	3	5	8
		% within Month	37.5%	62.5%	100.0%
	July	Count	2	1	3
		% within Month	66.7%	33.3%	100.0%
	August	Count	2	0	2
		% within Month	100.0%	.0%	100.0%
	September	Count	1	3	4
		% within Month	25.0%	75.0%	100.0%
	October	Count	5	2	7
		% within Month	71.4%	28.6%	100.0%
	November	Count	7	1	8
		% within Month	87.5%	12.5%	100.0%
Total		Count	46	20	66
		% within Month	69.7%	30.3%	100.0%

			TECH - D. Professionalism		Total
			Excellent	Good	
Month	January	Count	3	0	3
		% within Month	100.0%	.0%	100.0%
	February	Count	7	2	9
		% within Month	77.8%	22.2%	100.0%
	March	Count	0	2	2
		% within Month	.0%	100.0%	100.0%
	April	Count	5	1	6
		% within Month	83.3%	16.7%	100.0%
	May	Count	12	2	14
		% within Month	85.7%	14.3%	100.0%
	June	Count	3	5	8
		% within Month	37.5%	62.5%	100.0%
	July	Count	2	1	3
		% within Month	66.7%	33.3%	100.0%
	August	Count	2	0	2
		% within Month	100.0%	.0%	100.0%
	September	Count	2	2	4
		% within Month	50.0%	50.0%	100.0%
	October	Count	6	1	7
		% within Month	85.7%	14.3%	100.0%
	November	Count	7	1	8
		% within Month	87.5%	12.5%	100.0%
Total		Count	49	17	66
		% within Month	74.2%	25.8%	100.0%

TECH 6

			TECH - A. Courtesy & Friendliness		Total
			Excellent	Good	
Month	January	Count	5	1	6
		% within Month	83.3%	16.7%	100.0%
	February	Count	3	1	4
		% within Month	75.0%	25.0%	100.0%
	March	Count	6	2	8
		% within Month	75.0%	25.0%	100.0%
	April	Count	3	2	5
		% within Month	60.0%	40.0%	100.0%
	May	Count	5	1	6
		% within Month	83.3%	16.7%	100.0%
	June	Count	5	4	9
		% within Month	55.6%	44.4%	100.0%
	July	Count	3	0	3
		% within Month	100.0%	.0%	100.0%
	August	Count	1	1	2
		% within Month	50.0%	50.0%	100.0%
	September	Count	4	3	7
		% within Month	57.1%	42.9%	100.0%
	October	Count	6	4	10
		% within Month	60.0%	40.0%	100.0%
	November	Count	9	2	11
		% within Month	81.8%	18.2%	100.0%
Total		Count	50	21	71
		% within Month	70.4%	29.6%	100.0%

			TECH - B. Knowledge & Ability			Total
			Excellent	Good	Fair	
Month	January	Count	5	1	0	6
		% within Month	83.3%	16.7%	.0%	100.0%
	February	Count	3	1	0	4
		% within Month	75.0%	25.0%	.0%	100.0%
	March	Count	7	1	0	8
		% within Month	87.5%	12.5%	.0%	100.0%
	April	Count	3	1	1	5
		% within Month	60.0%	20.0%	20.0%	100.0%
	May	Count	5	1	0	6
		% within Month	83.3%	16.7%	.0%	100.0%
	June	Count	5	4	0	9
		% within Month	55.6%	44.4%	.0%	100.0%
	July	Count	3	0	0	3
		% within Month	100.0%	.0%	.0%	100.0%
	August	Count	1	1	0	2
		% within Month	50.0%	50.0%	.0%	100.0%
	September	Count	4	3	0	7
		% within Month	57.1%	42.9%	.0%	100.0%
	October	Count	8	2	0	10
		% within Month	80.0%	20.0%	.0%	100.0%
	November	Count	9	2	0	11
		% within Month	81.8%	18.2%	.0%	100.0%
Total		Count	53	17	1	71
		% within Month	74.6%	23.9%	1.4%	100.0%

			TECH - C. Problem Solving		Total
			Excellent	Good	
Month	January	Count	4	2	6
		% within Month	66.7%	33.3%	100.0%
	February	Count	3	1	4
		% within Month	75.0%	25.0%	100.0%
	March	Count	6	2	8
		% within Month	75.0%	25.0%	100.0%
	April	Count	3	2	5
		% within Month	60.0%	40.0%	100.0%
	May	Count	5	1	6
		% within Month	83.3%	16.7%	100.0%
	June	Count	5	4	9
		% within Month	55.6%	44.4%	100.0%
	July	Count	3	0	3
		% within Month	100.0%	.0%	100.0%
	August	Count	1	1	2
		% within Month	50.0%	50.0%	100.0%
	September	Count	3	4	7
		% within Month	42.9%	57.1%	100.0%
	October	Count	6	4	10
		% within Month	60.0%	40.0%	100.0%
	November	Count	8	3	11
		% within Month	72.7%	27.3%	100.0%
Total		Count	47	24	71
		% within Month	66.2%	33.8%	100.0%

			TECH - D. Professionalism		Total
			Excellent	Good	
Month	January	Count	5	1	6
		% within Month	83.3%	16.7%	100.0%
	February	Count	3	1	4
		% within Month	75.0%	25.0%	100.0%
	March	Count	7	1	8
		% within Month	87.5%	12.5%	100.0%
	April	Count	3	2	5
		% within Month	60.0%	40.0%	100.0%
	May	Count	5	1	6
		% within Month	83.3%	16.7%	100.0%
	June	Count	5	4	9
		% within Month	55.6%	44.4%	100.0%
	July	Count	3	0	3
		% within Month	100.0%	.0%	100.0%
	August	Count	1	1	2
		% within Month	50.0%	50.0%	100.0%
	September	Count	4	3	7
		% within Month	57.1%	42.9%	100.0%
	October	Count	8	2	10
		% within Month	80.0%	20.0%	100.0%
	November	Count	8	3	11
		% within Month	72.7%	27.3%	100.0%
Total		Count	52	19	71
		% within Month	73.2%	26.8%	100.0%

TECH 13

			TECH - A. Courtesy & Friendliness			Total
			Excellent	Good	Fair	
Month	April	Count	5	6	0	11
		% within Month	45.5%	54.5%	.0%	100.0%
	May	Count	5	6	1	12
		% within Month	41.7%	50.0%	8.3%	100.0%
	June	Count	4	7	1	12
		% within Month	33.3%	58.3%	8.3%	100.0%
	July	Count	4	0	0	4
		% within Month	100.0%	.0%	.0%	100.0%
	August	Count	4	2	0	6
		% within Month	66.7%	33.3%	.0%	100.0%
	September	Count	2	3	0	5
		% within Month	40.0%	60.0%	.0%	100.0%
	October	Count	8	5	0	13
		% within Month	61.5%	38.5%	.0%	100.0%
	November	Count	4	2	0	6
		% within Month	66.7%	33.3%	.0%	100.0%
Total		Count	36	31	2	69
		% within Month	52.2%	44.9%	2.9%	100.0%

			TECH - B. Knowledge & Ability			Total
			Excellent	Good	Fair	
Month	April	Count	5	6	0	11
		% within Month	45.5%	54.5%	.0%	100.0%
	May	Count	5	6	1	12
		% within Month	41.7%	50.0%	8.3%	100.0%
	June	Count	3	9	0	12
		% within Month	25.0%	75.0%	.0%	100.0%
	July	Count	3	1	0	4
		% within Month	75.0%	25.0%	.0%	100.0%
	August	Count	4	2	0	6
		% within Month	66.7%	33.3%	.0%	100.0%
	September	Count	2	3	0	5
		% within Month	40.0%	60.0%	.0%	100.0%
	October	Count	7	6	0	13
		% within Month	53.8%	46.2%	.0%	100.0%
	November	Count	4	2	0	6
		% within Month	66.7%	33.3%	.0%	100.0%
Total		Count	33	35	1	69
		% within Month	47.8%	50.7%	1.4%	100.0%

			TECH - C. Problem Solving			Total
			Excellent	Good	Fair	
Month	April	Count	5	6	0	11
		% within Month	45.5%	54.5%	.0%	100.0%
	May	Count	5	6	1	12
		% within Month	41.7%	50.0%	8.3%	100.0%
	June	Count	4	8	0	12
		% within Month	33.3%	66.7%	.0%	100.0%
	July	Count	3	1	0	4
		% within Month	75.0%	25.0%	.0%	100.0%
	August	Count	4	2	0	6
		% within Month	66.7%	33.3%	.0%	100.0%
	September	Count	2	3	0	5
		% within Month	40.0%	60.0%	.0%	100.0%
	October	Count	7	6	0	13
		% within Month	53.8%	46.2%	.0%	100.0%
	November	Count	2	4	0	6
		% within Month	33.3%	66.7%	.0%	100.0%
Total		Count	32	36	1	69
		% within Month	46.4%	52.2%	1.4%	100.0%

			TECH - D. Professionalism			Total
			Excellent	Good	Fair	
Month	April	Count	5	6	0	11
		% within Month	45.5%	54.5%	.0%	100.0%
	May	Count	5	6	1	12
		% within Month	41.7%	50.0%	8.3%	100.0%
	June	Count	4	8	0	12
		% within Month	33.3%	66.7%	.0%	100.0%
	July	Count	3	1	0	4
		% within Month	75.0%	25.0%	.0%	100.0%
	August	Count	4	2	0	6
		% within Month	66.7%	33.3%	.0%	100.0%
	September	Count	2	3	0	5
		% within Month	40.0%	60.0%	.0%	100.0%
	October	Count	7	6	0	13
		% within Month	53.8%	46.2%	.0%	100.0%
	November	Count	3	3	0	6
		% within Month	50.0%	50.0%	.0%	100.0%
Total		Count	33	35	1	69
		% within Month	47.8%	50.7%	1.4%	100.0%

VERBATIM COMMENTS

In the following verbatim comments, the numbers following each comment indicate the number code of the employee each respondent had contact with. The first number is the CSR code; the second number is the Tech code. Tech codes of “99” indicate no contact with a Tech employee.

Q1A1. Please rate the business office representative that you spoke with in the following areas: Courtesy & Friendliness:

114	3	15	They said the installer was supposed to.
115	3	15	The lady in the office said that the installer was going to show up in the morning. My daughter specifically made the appointment with the installer in the morning because she had an appointment in the afternoon. The installer never showed up till the afternoon and my daughter was feeling like she was getting the run around from the lady in the office, not from the installer.

Q1B1. Please rate the business office representative that you spoke with on the following areas: Knowledge and Ability:

10	5	99	They did not know what the problem was.
19	2	99	I have my own Internet equipment and I was under the impression that the bill would only be \$50.00 and it was \$90.00. I was not pleased with it and I would like to know why it was so much. [A]

Q1C1. Please rate the business office representative that you spoke with on the following areas: Problem Solving:

10	5	99	They did not really know what the problem was.
19	2	99	They did not know the prices of the Internet.
86	12	13	I had called in to see if they would not give any information out and they said they needed my Social Security number. When I called again they did not ask for my Social Security number.

Q4. Do you have any additional comments or suggestions?

2	12	99	Sometimes I get things on my bill but they explain it and take care of it. They are always so nice.
10	5	99	They should listen better.
23	11	15	We waited a couple of weeks for our service to be completed and it was okay but they said a week and it took a little longer.
29	6	99	There was one gal that real busy. I probably just went in at the wrong time.
39	17	15	They could have installed our DSL sooner.
54	12	4	Univision sometimes comes in and out and changes colors and fades. I checked both our TVs in our house and they are fine. I don't know if it is something in the cable or what.
62	11	99	The technicians didn't really know what was available. We needed something for Windows 95 and they were not aware until we got there that they didn't even have it.
66	4	6	Set it up on the computer. I needed more understanding on the internet software.
72	11	99	I think business lines need improvement for customers. The DSL needs improvement on the prices.
79	5	13	Do not cut my phone off; they said it was accidental and then they took an hour to put it back on. I have medical conditions that require me to have a phone for emergencies.
89	17	99	We are wanting cable out here in the country and internet. I would like DSL available out here too.
97	2	99	I like the people in Burley instead of Rupert.
114	3	15	Show up on time like the ladies in the office say. The installer once he got there was great. The lady in the office is the one who I feel mixed everything up.
115	3	15	Make the appointments on time and if it isn't going to be an accurate appointment then don't set the time. Better customer service in the office.

Participant Database

OLIVER BREWER	808-878-1028
BRIAN EDWARDS	808-436-3633
VALINTINE WARD	808-436-5471
TERRY GALLAHER	808-878-4039
BETTY YOSHIDA	808-878-4058
RANDY AND ROSE BUTLER	808-532-4837
THERON PACE	808-436-5511
SHARON WEBSTER	808-436-5420
ROBERT DALE PUCKETT	808-436-5143
DELORES DREW	808-878-3801
DANIEL LOVELACE	808-436-0107
JOYCE DAVIS	808-436-0993
DON & IRMA LINDSAY	808-878-2711
MARIA ZARCO	808-878-4054
ROD & REBECCA FAIRCHILD	808-436-4434
HAZEL SOLOMON	808-438-5003
ROD & REBECCA FAIRCHILD	808-436-4434
SERVANDO GRANADOS	808-438-8524
LAYNE RUTSCHKE	808-436-6286
B S GIBSON	808-436-9905
NEIL RITCHIE	808-878-2844
WAYNE & ROBIN BENCH	808-862-7835
ESMERALDA ARTEAGA	808-436-1241
LISA BALL	808-436-5466
IRMA G SOSA	808-878-1231
VERONICA RANGEL	808-532-4739
LORN DUFF	808-438-4127
FLOYD W MERRILL	808-436-9631
DWIGHT W BRIGGS	808-436-1540
RON HIEB	808-436-9391
RUBI SANCHEZ	808-438-2870
ARLEY MCGUIRE	808-436-1187
DENIS N JEFFS	808-878-2871
MARLENA HARTLEY	808-862-3878
JORGE DEL TORO	808-436-1706
RUBEN & MARIBEL OLMOS	808-679-3376
JOEY & BRENDA DENAUGHEL	808-878-1834
GREG WRIGHT	808-679-1056
M & B STRINGHAM	808-438-4091
DENNIS & SHERRY RASMUSSEN	808-436-3196
BERONICA OCHOA	808-436-1151
LETTICIA HERNANDEZ	808-436-5461
RAUL ROMERO	808-878-3959
DAVID & KAREN WRIGHT	808-438-8817
ALBERTO ESPINO	808-436-4348
A HOEBELHEINRICH	808-436-4767
RANDY RUDOLPH	808-878-4035
ELIDIA NEVAREZ	808-678-1220

ABC Customer Contact Survey Employee Codes

CSR Codes

Code	Employee
2	DBAILEY
3	EHALE
4	GBODILY
5	CGIL
6	JBINGHAM
7	JRATHE
8	MRUFFELL
11	KGARCIA
12	IMAGANA
15	ESMITH
16	GBROWN
17	BGRANT

Tech Codes

Code	Tech
2	Darien
3	Dave
4	Jeff
5	Jeremy
6	Justin
7	Phillip
8	Eric
9	John
10	Henry
11	Kaylene
12	Rob
13	Billy
14	Grant
15	Bill