












Customer Satisfaction Survey results 2017

Customer Satisfaction Survey 2017

- Customer Satisfaction Survey questionnaire was carried out during week 3 2018
- Questionnaire was targeted to Online Service end users
- Activity was rather low – 106 survey replies which were quite evenly from each country
- Questionnaire included 12 questions and possibility to provide free comments and feedback
- Survey results show that customer service performance has improved in many areas if compared to the previous year
- Local language service availability was mentioned as a problem in free feedback section

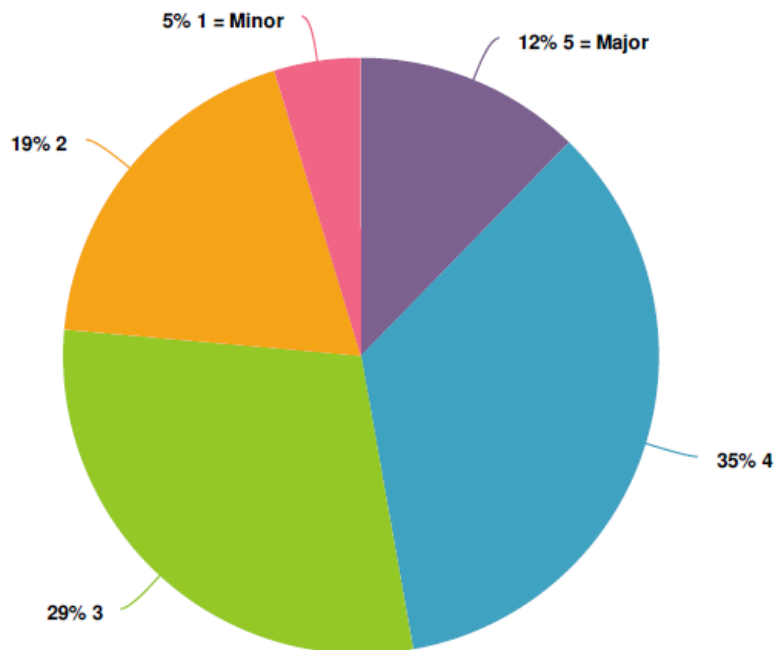
Roles and countries the respondents represented

Value		Percent	Responses
TSO		3.8%	4
BRP		27.4%	29
DSO		72.6%	77
RE		28.3%	30
SP		5.7%	6

Value		Percent	Responses
Norway		35.8%	38
Sweden		40.6%	43
Finland		28.3%	30
Multiple market balance areas		2.8%	3

Overall need of eSett Customer Service

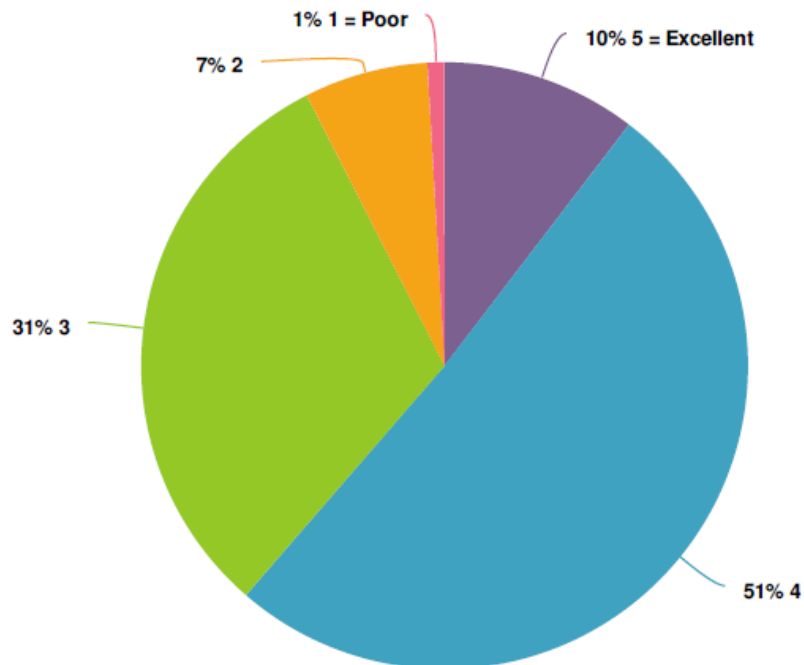
- 76,4 % of respondents rated the overall need of customer service 3 or higher
- Importance was a bit lower than a year before, previous number was 88,7 %



Value		Percent	Responses
5 = Major	<div><div></div></div>	12.3%	13
4	<div><div></div></div>	34.9%	37
3	<div><div></div></div>	29.2%	31
2	<div><div></div></div>	18.9%	20
1 = Minor	<div><div></div></div>	4.7%	5

Overall grade

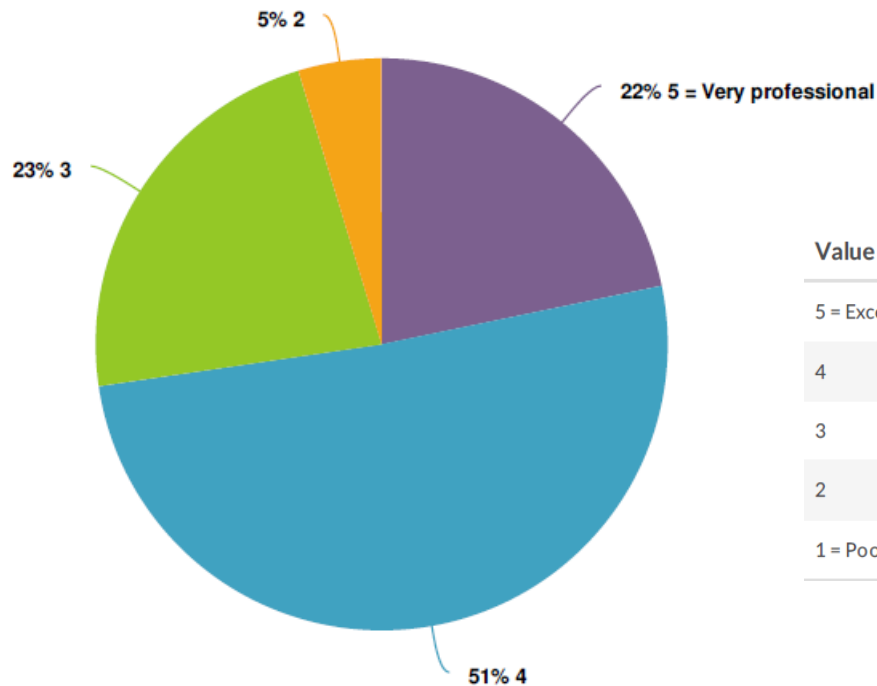
- Customer Service overall grade is 4 out of 5
- The grade has improved from last year, previous grade was 3



Value		Percent	Responses
5 = Excellent	<div><div></div></div>	10.4%	11
4	<div><div></div></div>	50.9%	54
3	<div><div></div></div>	31.1%	33
2	<div><div></div></div>	6.6%	7
1 = Poor	<div><div></div></div>	0.9%	1

Professionality grade

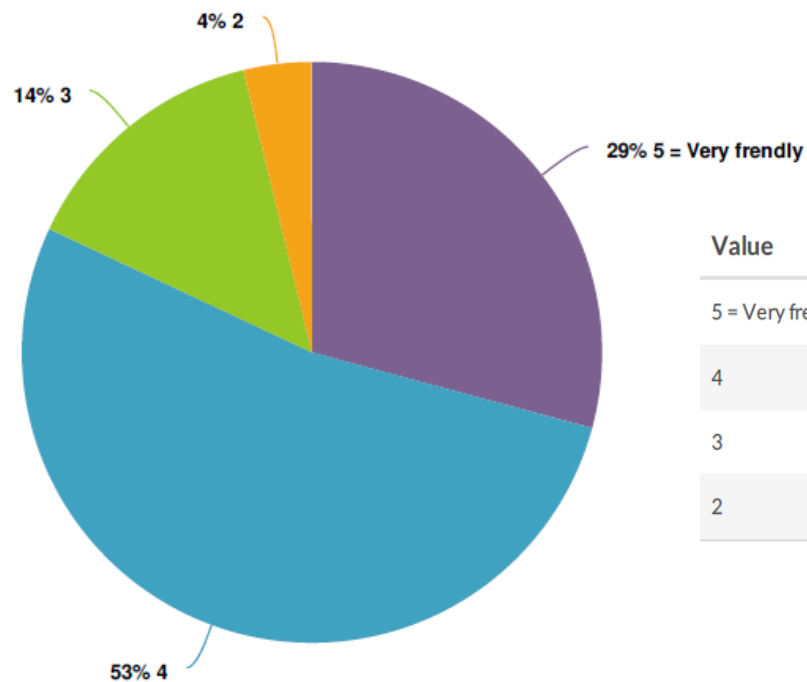
- This year the customer service professionalism grade is 4 out of 5, which is the same than last year



Value		Percent	Responses
5 = Excellent	<div><div></div></div>	10.4%	11
4	<div><div></div></div>	50.9%	54
3	<div><div></div></div>	31.1%	33
2	<div><div></div></div>	6.6%	7
1 = Poor	<div><div></div></div>	0.9%	1

Friendliness grade

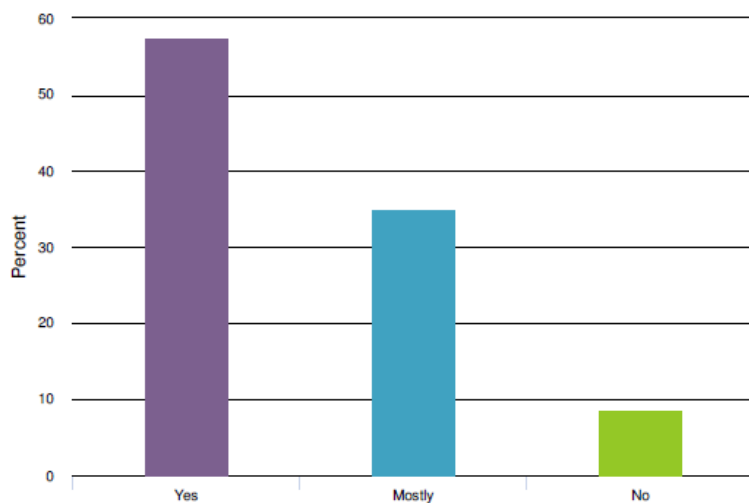
- Friendliness grade is 4 out of 5, which is the same than last year



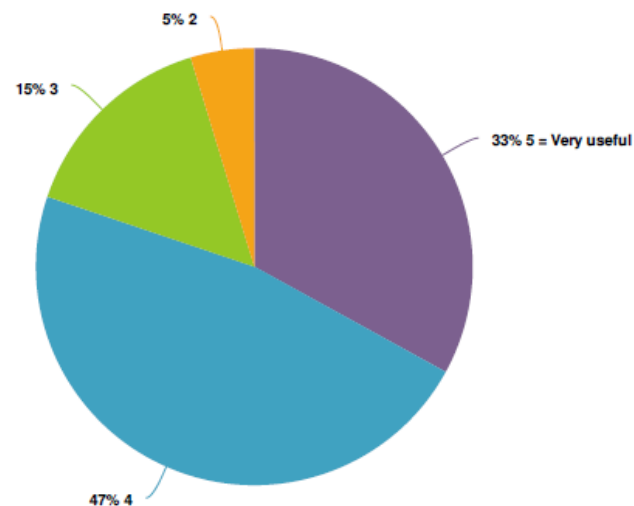
Value		Percent	Responses
5 = Very friendly	<div><div></div></div>	29.2%	31
4	<div><div></div></div>	52.8%	56
3	<div><div></div></div>	14.2%	15
2	<div><div></div></div>	3.8%	4

The service has been useful - many wished to have service in local language

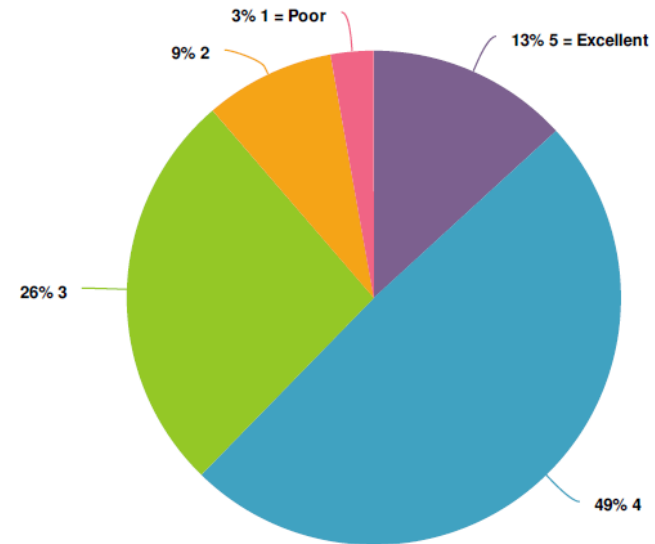
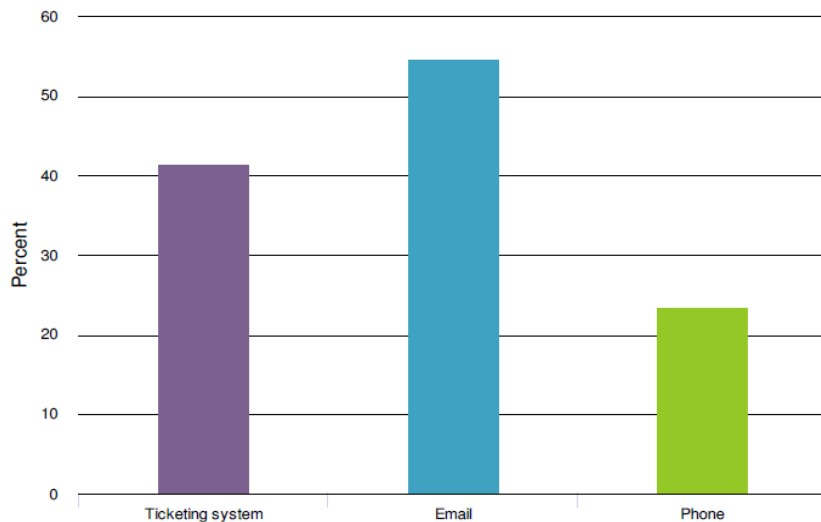
11. Have you received service support in your preferred language?



12. Have you found service support useful?








Email is mostly used as service channel and ticket system supports problem solving


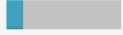

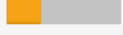



We have managed to improve our response times

Year 2017 – we got 4 out of 5

Value		Percent	Responses
5 = Very satisfied		11.3%	12
4		43.4%	46
3		31.1%	33
2		11.3%	12
1 = Not satisfied at all		2.8%	3

Year 2016 – we got 3 out of 5

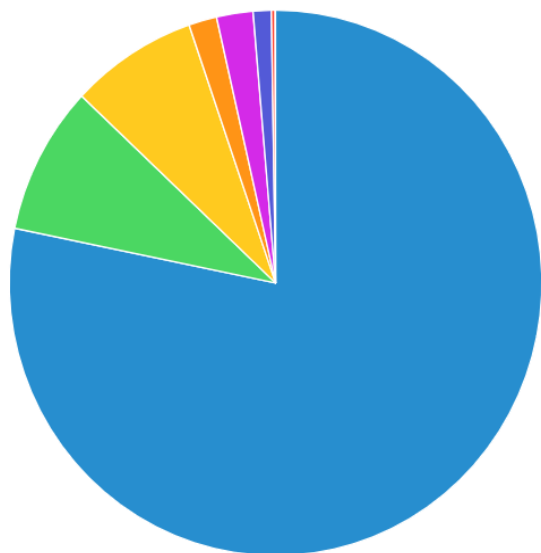
Value		Percent	Responses
1		8.1%	17
2		13.9%	29
3		43.5%	91
4		30.1%	63
5		4.3%	9

Same day resolution results in 2017 (vs. 2016)

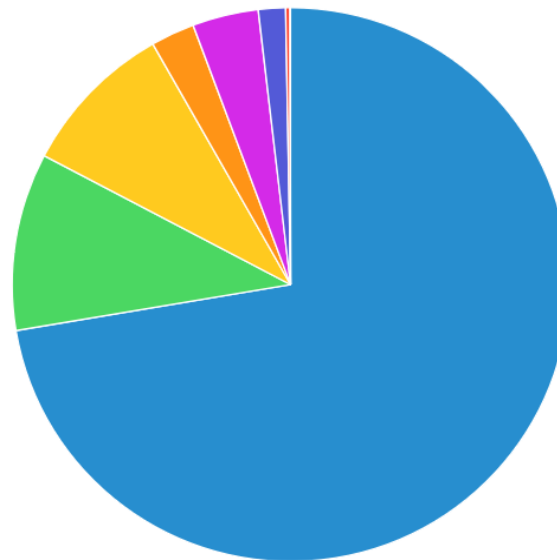
2017 – same day resolution 78,22 %

2016 – same day resolution 72,35 %

Active Incident resolution times - Pie chart



Active Incident resolution times - Pie chart

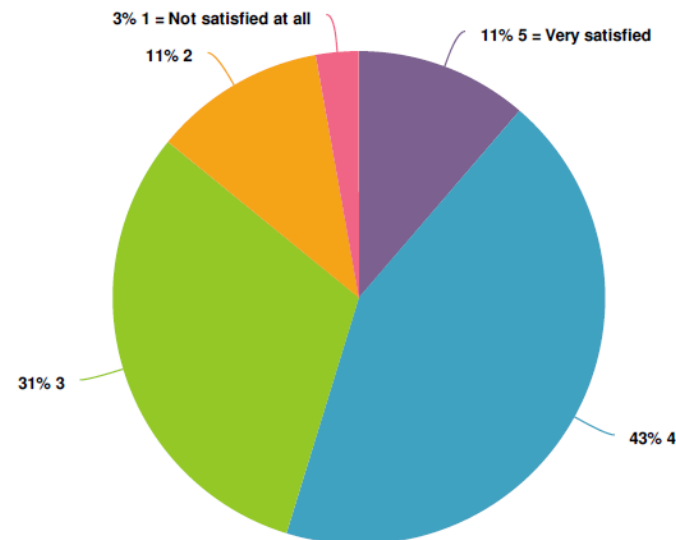







Same Day = 3,792 (78.22%)	2 Days = 427 (8.81%)	2 - 5 Days = 374 (7.71%)	5 - 7 Days = 83 (1.71%)	Same Day = 3,323 (72.35%)	2 Days = 476 (10.36%)	2 - 5 Days = 416 (9.06%)	5 - 7 Days = 117 (2.55%)
1 - 2 Weeks = 107 (2.21%)	2 - 4 Weeks = 53 (1.09%)	1 - 2 Months = 12 (0.25%)	> 2 Months = 0 (0%)	1 - 2 Weeks = 176 (3.83%)	2 - 4 Weeks = 72 (1.57%)	1 - 2 Months = 12 (0.26%)	> 2 Months = 1 (0.02%)

Unsatisfied respondents

- 2017 only 2,8 % of respondents were not satisfied at all
- 2016 the number was 15,3 %

10. How satisfied were you with the ticket resolution time?



Value		Percent	Responses
5 = Very satisfied		11.3%	12
4		43.4%	46
3		31.1%	33
2		11.3%	12
1 = Not satisfied at all		2.8%	3

Free comments

- Materials, infoletters and trainings should be provided in local languages
 - Customers from all countries wished local services
- Still lacking quicker responses
 - Especially in situations there is a need for quick answers
- Structure changes
 - There should be a possibility to change structures back in time
 - Sometimes structure changes take too long time to come into force (e.g retailer balance responsibility)

Summary

- Strengths
 - Professionalism, friendliness
- Weaknesses
 - lack of services in local languages, especially in written form (e.g. instructions, newsletters)
 - Response times could be improved even more
- Actions based on questionnaire results
 - eSett will evaluate if the news letters should be published in local language
 - Service request response times have improved but we will still focus on improving the response times
 - Phone service availability in local language has been limited – an attention will be paid to the availability of local language telephone service



Discussion

- What do you think we have done well and what should be improved in customer service?
- Ideas how we can increase the amount of survey responses?

