

## SPP Request Management System Survey (GI Q2, 2017)

**Respondents:** 55 displayed, 55 total

**Status:** Closed




**Launched Date:** 03-31-2017

**Closed Date:** 06-30-2017


**Display:**

[Manage Filters](#)

### 1. Satisfaction

		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		1	2%
Somewhat Satisfied		6	11%
Very Satisfied		48	87%
<b>Total Respondents</b>			<b>55</b>

### 2. Resolved?

		Response Total	Response Percent
Yes		55	100%
No		0	0%
<b>Total Respondents</b>			<b>55</b>

### 3. Resolution Comment

	Full Response
1. This was not my inquiry. SPP brought this matter up with NPPD.	<a href="#">VIEW</a>

### 4. Please let us know how we did at the following:

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	2% (1)	2% (1)	13% (7)	84% (46)	55
b. Exhibiting a professional attitude	0% (0)	2% (1)	5% (3)	93% (51)	55
c. Demonstrating sufficient knowledge	0% (0)	2% (1)	9% (5)	89% (49)	55
d. Delivering a timely solution	2% (1)	4% (2)	16% (9)	78% (43)	55
e. Delivering a quality solution	2% (1)	0% (0)	13% (7)	85% (47)	55
f. Resolving your issue	2% (1)	4% (2)	9% (5)	85% (47)	55
<b>Total Respondents</b>					<b>330</b>

Please note: Items highlighted in gold are suggestions which will be passed on to the appropriate department.

5. Do you have any suggestions for improving our service?		Full Response
1.	I think it would be very helpful if there was some way to get XML files from the MUI system with historical data (earlier than T-7 days). Not for this to be a thing that happens often, but for rare occurrences.	<a href="#">VIEW</a>
2.	The process of providing the answer is fine. The answer is not agreeable and there is no process offered to resolve that. A solution was not delivered.	<a href="#">VIEW</a>
3.	Since my request revolved around getting access to the EMS model, I think it would be helpful for SPP to have some kind of beginners how-to guide for 1st time users to be able to reference until they get comfortable w/ using the software.	<a href="#">VIEW</a>
4.	No, you do a great job!	<a href="#">VIEW</a>
5.	Very satisfied with the service received	<a href="#">VIEW</a>
6.	No	<a href="#">VIEW</a>
7.	Major suggestion : please don't send entire departments into closed door meetings for multiple hours. Leave someone available to respond to customer inquiries and time critical issues.	<a href="#">VIEW</a>
8.	It was perfect.	<a href="#">VIEW</a>
9.	This issue was initiated by SPP staff. SPP staff then chose to form opinions on the matter prior to getting all the details. The issue then remained in limbo for approx. 3 months before it finally got resolved. I don't think SPP should probably use RMS 34454 as the poster child when training new staff on how to address or resolve matters. This was NOT one of SPP's better efforts	<a href="#">VIEW</a>
10.	SPS provides excellent customer service.	<a href="#">VIEW</a>
11.	No	<a href="#">VIEW</a>

6. Please provide any additional comments about your service experience.		Full Response
1.	We worked with John O'Dell through a very difficult and unfamiliar issue. As always, John was able to fully understand the complexity of the issue, communicate this to the necessary persons at SPP and provide a solution that met our needs. John is a wealth of knowledge, a true professional and we continue to appreciate all that he does to help our organization be successful.	<a href="#">VIEW</a>
2.	Lorie Bailey has helped me a few times in the past and is always very attentive to resolving our issues. I appreciate her help and attitude.	<a href="#">VIEW</a>
3.	Lorie Bailey provided a very thorough reply and provided exactly the information I was looking for.	<a href="#">VIEW</a>
4.	Brad was very helpful and stayed on top of the issue.	<a href="#">VIEW</a>
5.	Shari moved as fast as a lightning bolt in replying to my question.	<a href="#">VIEW</a>
6.	Great job!	<a href="#">VIEW</a>
7.	Ryan Jones did a fantastic job walking me through how to use the EMS modeling software and was very knowledgeable about it.  Even though there was some miscommunication on SPP's side about my needs being taken care of when they weren't, Julia sites did an excellent job of getting the ball rolling and trying to make up for lost time.  If possible the EMS model setup process & documentation certainly needs to be updated based on what I saw. Although, I don't know how much value this might add if not very many people request EMS access very frequently. Thank you for taking my comments	<a href="#">VIEW</a>
8.	Thanks for the quick turnaround.	<a href="#">VIEW</a>

9.	Thank you Sonya and Justin. I REALLY appreciate the quick turn-around as I used one of the images in a presentation this morning!	<a href="#">VIEW</a>
10.	People are friendly and always willing to resolve any issues	<a href="#">VIEW</a>
11.	Wess, walked me through the decision process SPP went through to commit the units. It highlighted a variety of challenges, and how SPP addressed them. Thanks for the helpful clarification.	<a href="#">VIEW</a>
12.	Sherry Hamilton was very helpful, if I ever need help again, I will contact Sherry.	<a href="#">VIEW</a>
13.	I was very satisfied by the professionalism that Kimberly exhibited. She worked diligently to answer my questions both in the RMS system and over the phone.	<a href="#">VIEW</a>
14.	The service that I received from Lorie Bailey was top notch. She was very responsive in helping get into the production and MTE Portal. She has a wonderful personality and was easy to talk with.	<a href="#">VIEW</a>
15.	No; SPP is always great to work with!	<a href="#">VIEW</a>
16.	The question was responded to in a timely manner	<a href="#">VIEW</a>
17.	We like the approach SPP take with Support. And my experience with this question was excellent.	<a href="#">VIEW</a>
18.	Lorie Bailey was very professional and courteous.	<a href="#">VIEW</a>
19.	Lorie was very responsive, and she made sure to let me know the source for her information to be enable me to show my appreciation to those folks next time I work with them and to help me to know where to go to in the future for similar requests.	<a href="#">VIEW</a>
20.	SPP support was wonderful as usual.	<a href="#">VIEW</a>
21.	Alex Crawford as always provided an excellent customer experience. He is very prompt in answering the RMS tickets and always goes above and beyond in providing accurate information. Thank you.	<a href="#">VIEW</a>
22.	I sent an email to Lorie Bailey requesting some information or a how to question. Lorie was on PTO and on her personal time off, she called me back and completely explained me through the process. She clarified completely what the process that needed to take place. I apologized for bothering her on her personal time off, and her reply was she was there to help no mater what the situation was. Lorie is a very valuable employee to SPP. Additional Lorie Bailey called me on Monday morning as a follow up to see if my issue was solved and understandable on my part. Excellent Customer Service, She goes way far and above to meet expectations! Lorie should be commended for her actions!!	<a href="#">VIEW</a>
23.	Ricky provided a very detailed explanation which I appreciated. You should give Ricky a raise.	<a href="#">VIEW</a>

## SPP Request Management System Survey (PRJQ2, 2017)

**Respondents:** 16 displayed, 16 total

**Status:** Closed


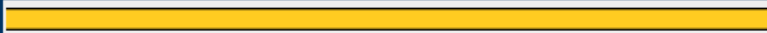
**Launched Date:** 03-31-2017

**Closed Date:** 06-30-2017


**Display:**

[Manage Filters](#)

### 1. Satisfaction

		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied		1	6%
Very Satisfied		16	100%
<b>Total Respondents</b>		<b>16</b>	

### 2. Resolved?


		Response Total	Response Percent
Yes		17	106%
No		0	0%
<b>Total Respondents</b>		<b>16</b>	

### 3. Resolution Comment

No responses were entered for this question.			
<b>Total Respondents</b>		<b>0</b>	
(skipped this question)			16

### 4. Please let us know how we did at the following:

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	18% (3)	82% (14)	17
b. Exhibiting a professional attitude	0% (0)	0% (0)	6% (1)	94% (16)	17
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	18% (3)	82% (14)	17
d. Delivering a timely solution	0% (0)	0% (0)	18% (3)	82% (14)	17
e. Delivering a quality solution	0% (0)	0% (0)	12% (2)	88% (15)	17
f. Resolving your issue	0% (0)	0% (0)	6% (1)	94% (16)	17
<b>Total Respondents</b>					<b>102</b>

5. Do you have any suggestions for improving our service?		Full Response
1.	I sometimes have questions more complicated than this and I wish that I could access a subject matter expert directly. 	<a href="#">VIEW</a>
2.	Please update the Markets 1.21 test scripts to reflect the error I reported via RMS and you verified.	<a href="#">VIEW</a>

6. Please provide any additional comments about your service experience.		Full Response
1.	Quick response was appreciated.	<a href="#">VIEW</a>
2.	Great work.	<a href="#">VIEW</a>
3.	Thanks Angie!	<a href="#">VIEW</a>

## SPP Request Management System Survey (NFCQ2, 2017)

**Respondents:** 6 displayed, 6 total

**Status:** Closed

**Launched Date:** 04-03-2017

**Closed Date:** 06-30-2017

**Display:**

[Manage Filters](#)

### 1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Somewhat Dissatisfied	0	0%
Somewhat Satisfied	0	0%
Very Satisfied	6	100%
<b>Total Respondents</b>		<b>6</b>

### 2. Resolved?

	Response Total	Response Percent
Yes	6	100%
No	0	0%
<b>Total Respondents</b>		<b>6</b>

### 3. Resolution Comment

	Full Response
1. <span style="background-color: #90EE90;">Cory is always more than helpful and goes out of the way to assist in a professional way.</span>	<a href="#">VIEW</a>

### 4. Please let us know how we did at the following:

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	0% (0)	100% (6)	6
b. Exhibiting a professional attitude	0% (0)	0% (0)	0% (0)	100% (6)	6
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	0% (0)	100% (6)	6
d. Delivering a timely solution	0% (0)	0% (0)	0% (0)	100% (6)	6
e. Delivering a quality solution	0% (0)	0% (0)	0% (0)	100% (6)	6
f. Resolving your issue	0% (0)	0% (0)	0% (0)	100% (6)	6
<b>Total Respondents</b>					<b>36</b>

### 5. Do you have any suggestions for improving our service?

	Full Response
1. <span style="background-color: #90EE90;">Nope, yall did great. Brian and Cory did an excellent job.</span>	<a href="#">VIEW</a>

<b>6.</b> Please provide any additional comments about your service experience.	<b>Full Response</b>
1.	Very quick and nice
	<a href="#">VIEW</a>