



CSAT 2023

Results Breakdown





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Results breakdown

To ensure that we can gather as much data from these surveys, we break down each question into 3 areas.

Happiness rating:

This is calculated on scores above and including 7, scores out of 10.



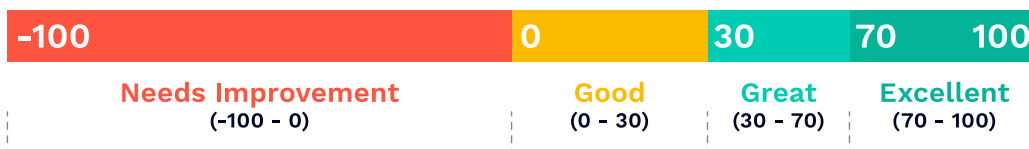
Average Score:

This is the average score given on each question out of 10, 10 being excellent, 0 being dissatisfied.

Net Promoter Score:

Net Promoter Score (NPS) is a measure used to gauge customer loyalty, satisfaction, and enthusiasm. Learn more about it [here](#).

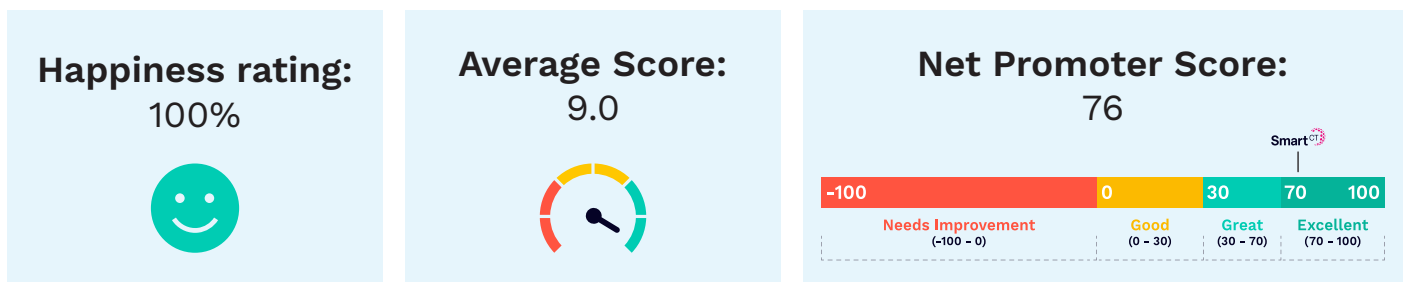
By doing this we can really dive into the results of each question to understand where we are doing well, and the areas we can improve on.



Survey summary

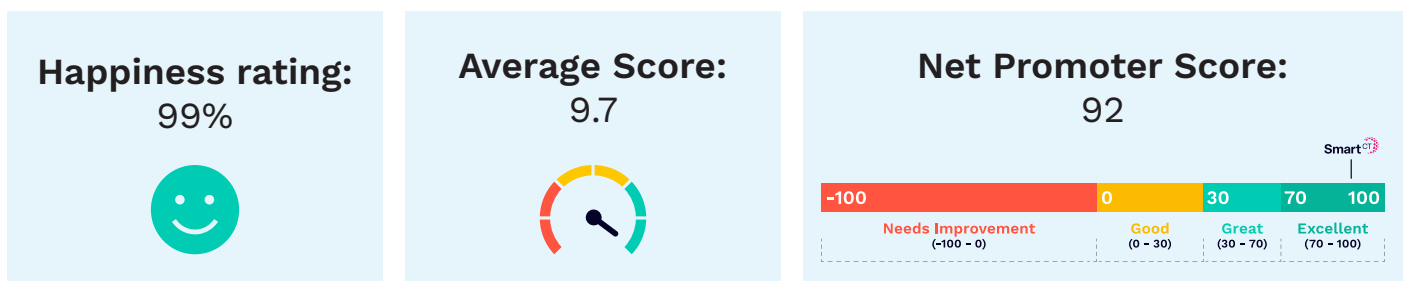
Bi-annual survey

Q1. How easy is it to do business with SCT?



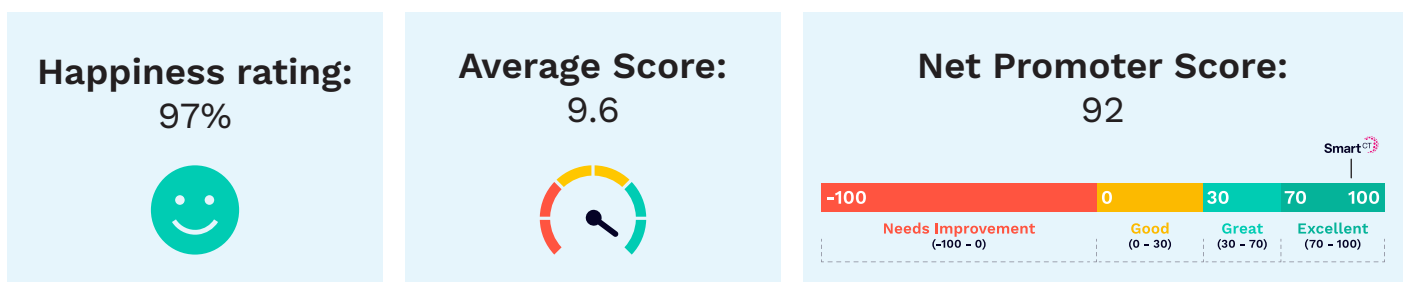
Field engineer survey

Q1. How was your overall service?



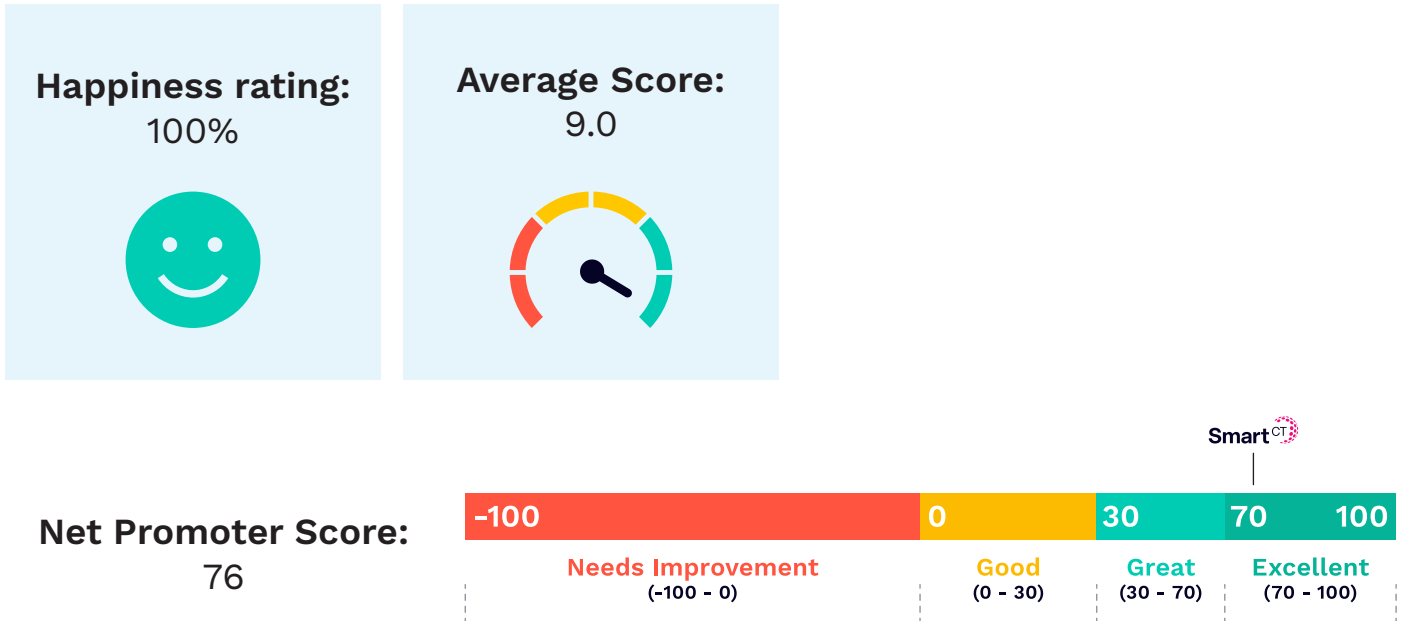
The Closed ticket survey

Q1. How did we do?

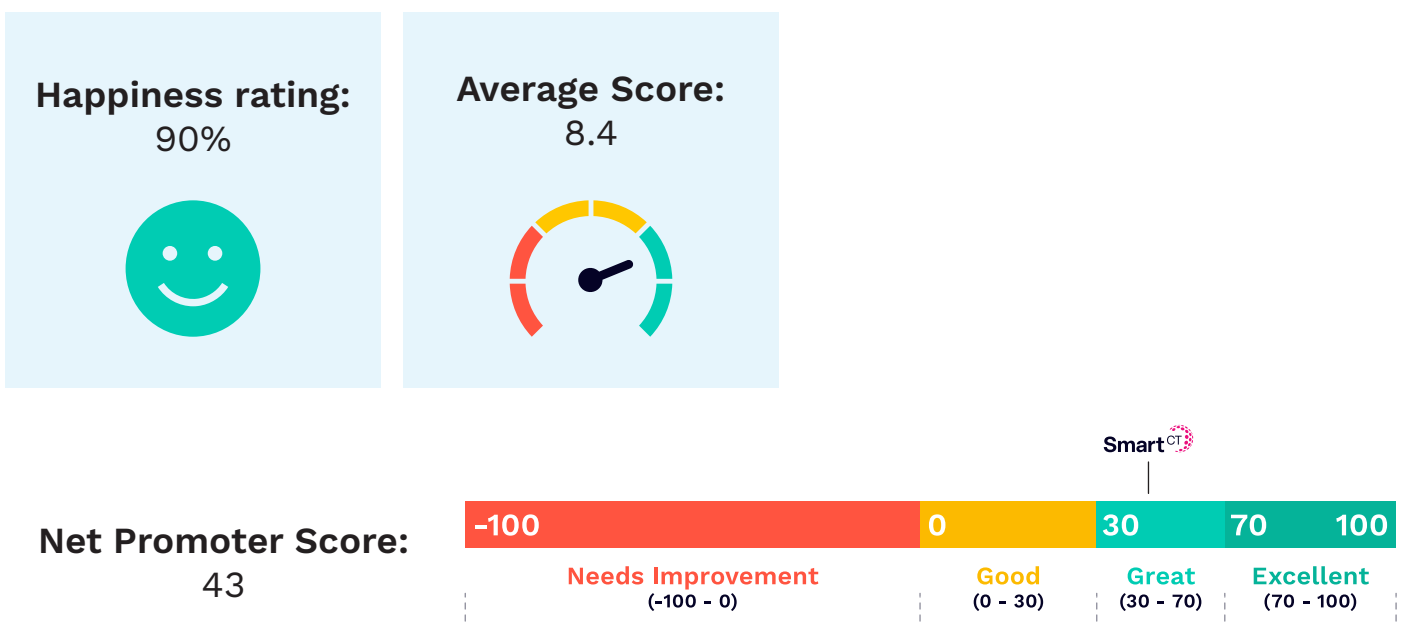


Bi-Annual Survey

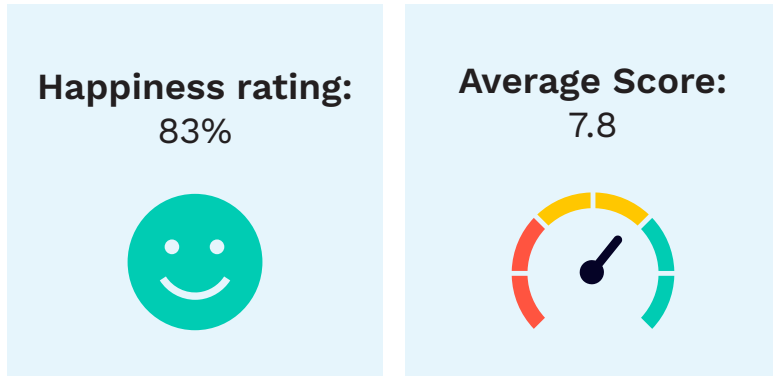
Q1. How easy is it to do business with SCT?



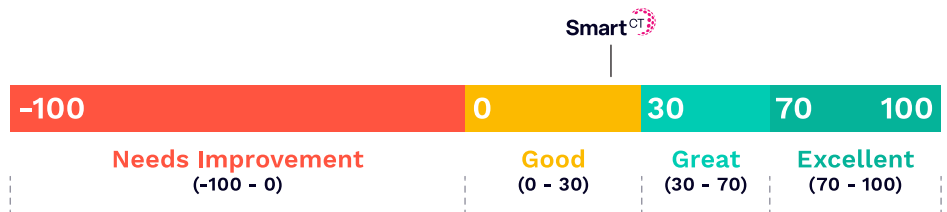
Q2. How would you rate SCT's breadth of services provided?



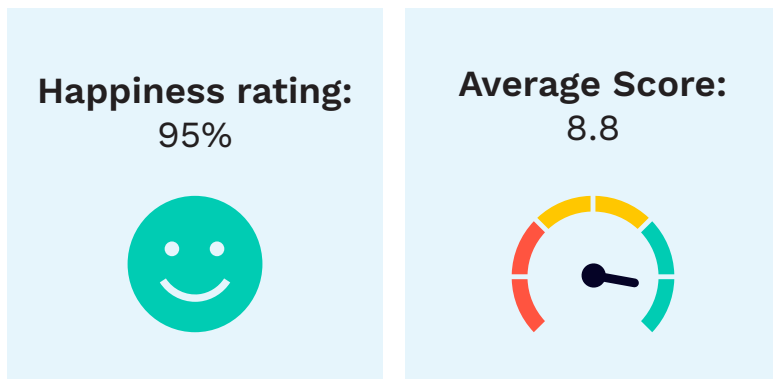
Q3. How would you rate SCT's breadth of technology vendors?



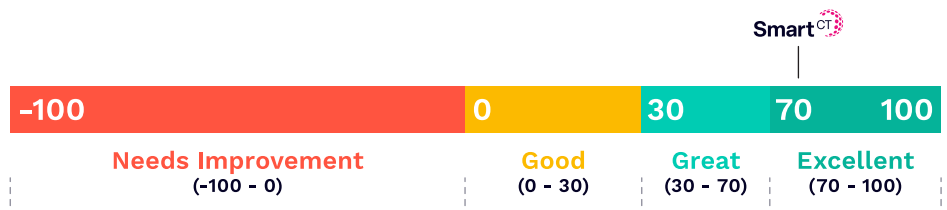
Net Promoter Score:
24



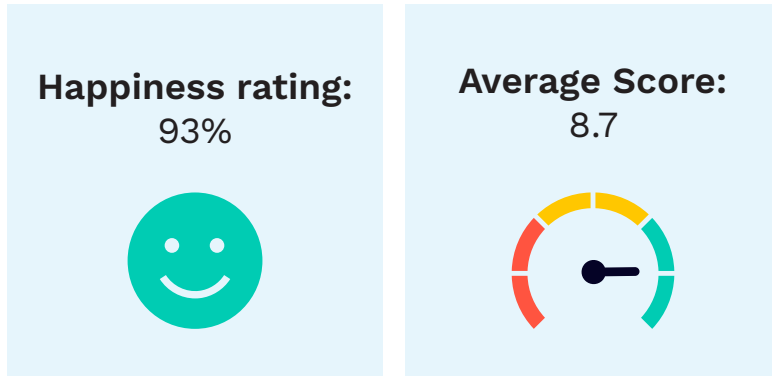
Q4. What is SCT's ability to meet its SLA?



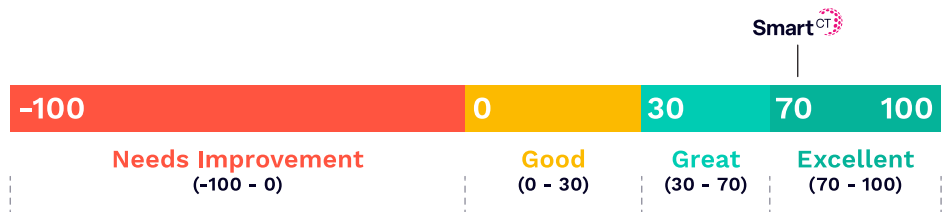
Net Promoter Score:
74



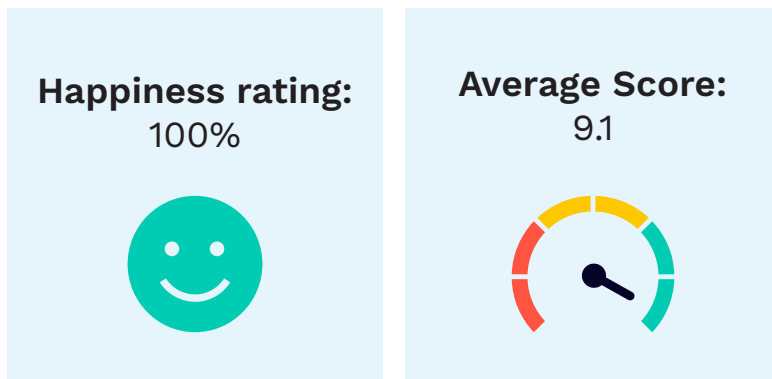
Q5. How would you rate SCT's collection service?



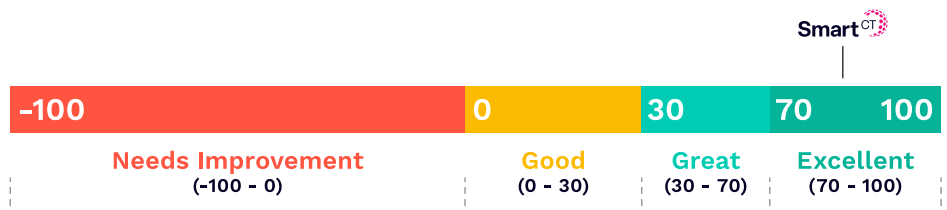
Net Promoter Score:
73



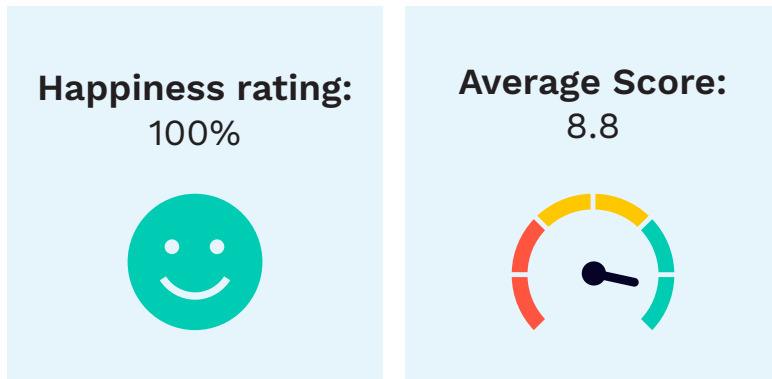
Q6. How would you rate SCT's field engineering service?



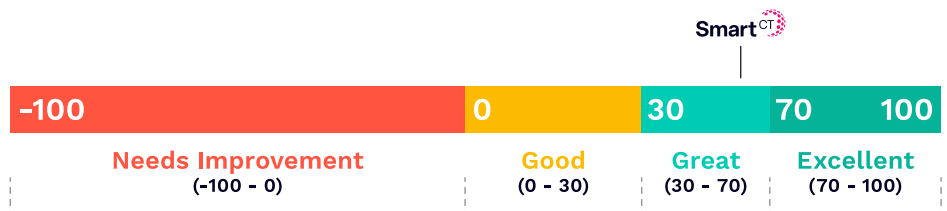
Net Promoter Score:
85



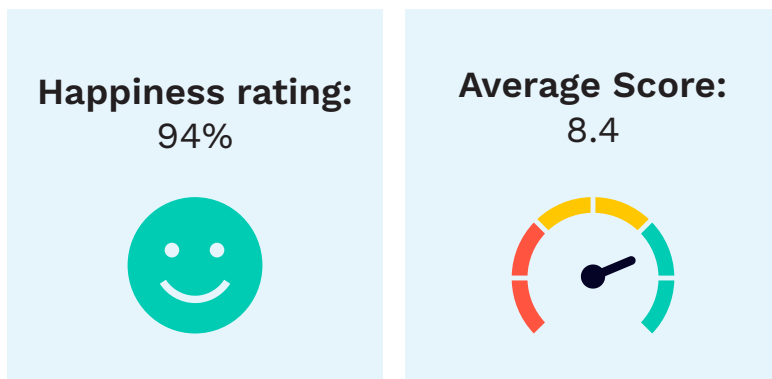
Q7. How would you rate SCT for onboarding new contracts and services?



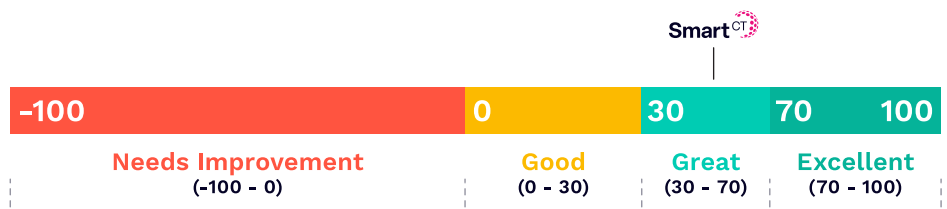
Net Promoter Score:
61



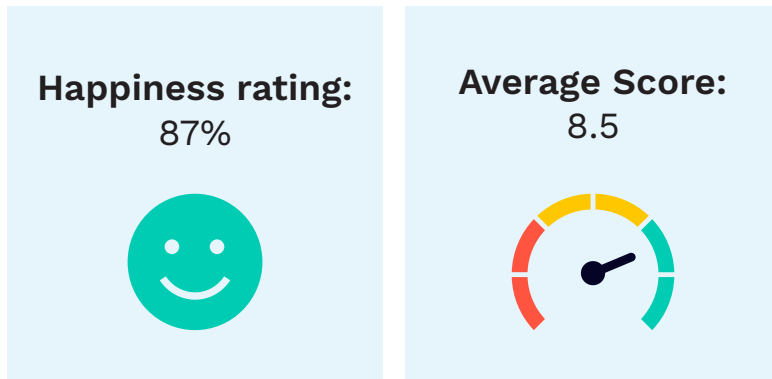
Q8. How satisfied are you with SCT's quoting process?



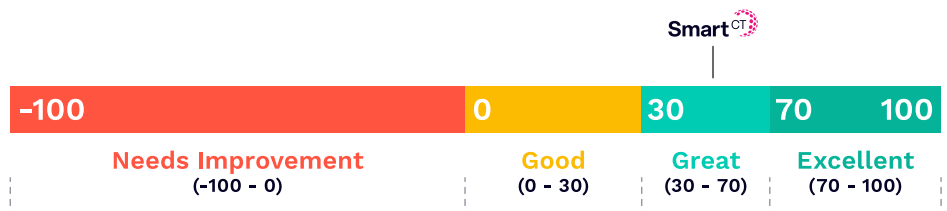
Net Promoter Score:
50



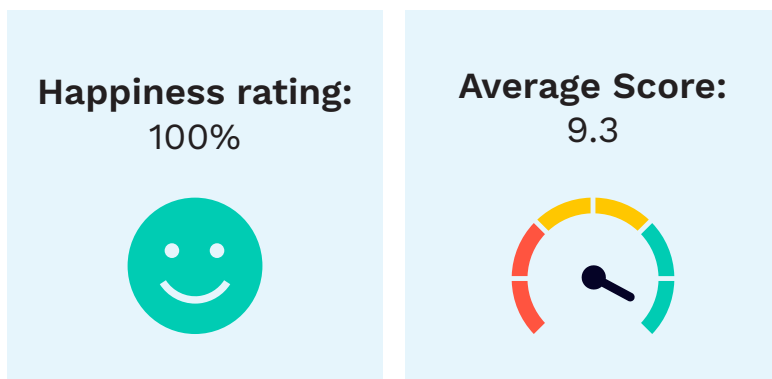
Q9. How satisfied are you with the content of Service Delivery Reports?



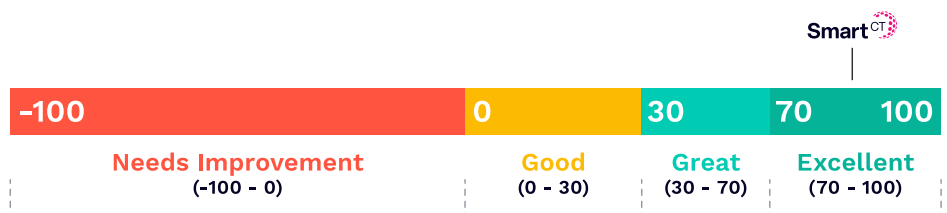
Net Promoter Score:
54



Q10. How likely are you to recommend SCT to a friend or colleague?

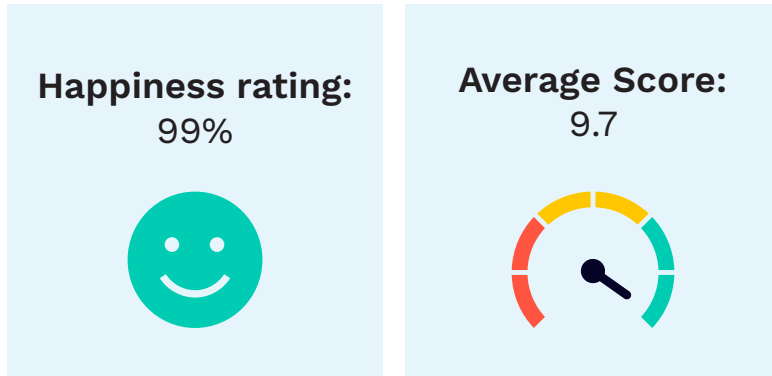


Net Promoter Score:
86

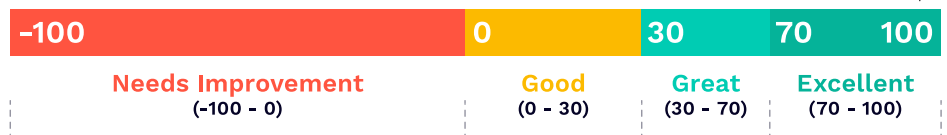


Field Engineer Survey

Q1. How was your overall service?

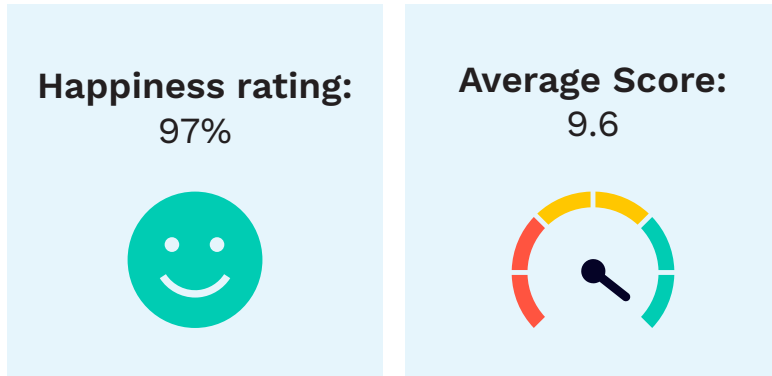


Net Promoter Score:
92

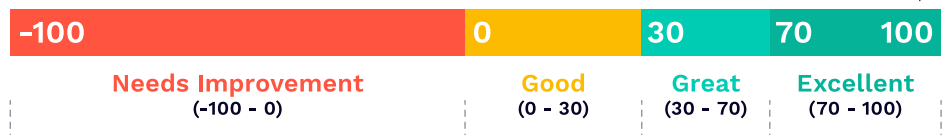


Closed Ticket Survey

Q1. How did we do?



Net Promoter Score:
92



Smart  CT
