Average scores (on 6-division 1-5 Likert scale) for satisfaction with aspects of customer service
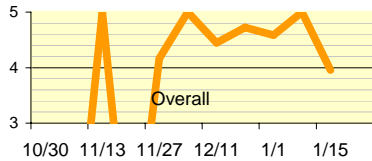
Overall

For the month:
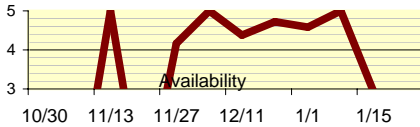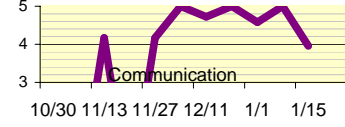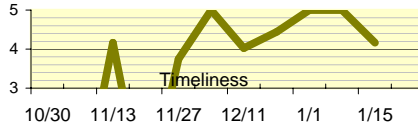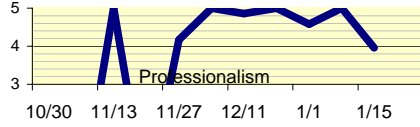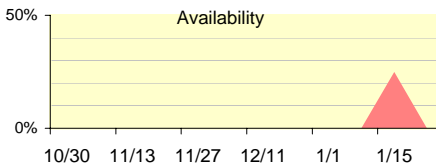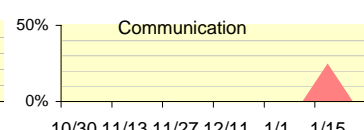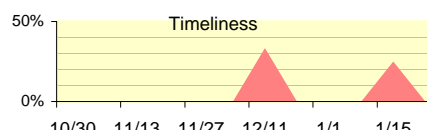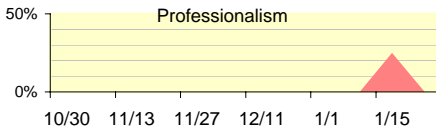**% of client respondents saying they are**
Satisfied or Very Satisfied Overall

92%

1. Happiness with Individual dimensions of client experience

Professionalism

Timeliness

Communication

Availability

Expertise

Resolution
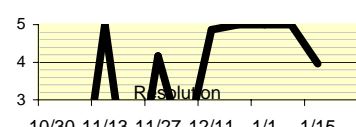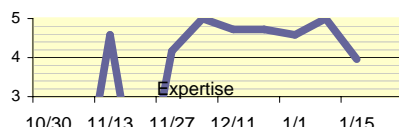
2. Unhappiness: % of responses that were NOT Satisfied (scores of 1-3)

Professionalism

Timeliness

Communication

Availability

Expertise

Resolution
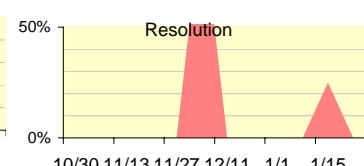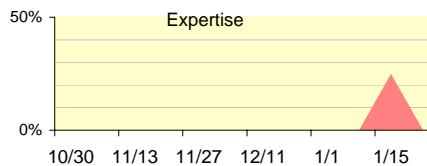
3. Comments by week

Week beginning 01/01/2007. N =2 of 5 (40.%) ; 4.58 overall	
Case 356756	5.00
Case 356661	4.17

Week beginning 01/08/2007. N =2 of 13 (15.%) ; 5.00 overall	
Case 358477	5.00
Case 358477	5.00

Week beginning 01/15/2007. N =4 of 10 (40.%) ; 3.96 overall	
The staff didn't actually read my message, as they wrote back looking for information contained in my original message. You can't be helpful and answer questions if you don't actually bother to read the question in the first place. [do you use online docs] Yes. But the online documentation is poor, and doesn't address all issues, including the one relating to this ticket. Case 364773	0.83

[do you use online docs] Yes. Case 364700	5.00
[do you use online docs] Yes. I especially did in this case, before contacting the staff. Case 363269	5.00