

CSA - Customer Satisfaction as Evidenced by Compliments

Purpose:

Stakeholder satisfaction may be demonstrated through compliments as well as complaints. Compliments provide feedback about effective strategies in customer service.

Identification of Roles:

All Staff Members – Document compliments on the compliment log.

Manager/Supervisor – Reviews compliments and provides customer satisfaction feedback at management and staff meetings.

Communications Triage Team - Manages and processes customer feedback through centralized JIRA platform.

Performance Standards:

Performance standards are not specified for this procedure.

Path of Business Procedure:

Step 1: Staff will document compliments received on the Compliment Log located in Microsoft Teams in the Iowa CSA team files folder. Details will include name of complemendor (if provided), date the compliment was received and a description of the compliment.

Step 2: Manager/Supervisor will review the log to ensure compliments are appropriately acknowledged.

Step 3: Manager and director will share compliment results with staff as examples of effective customer service and forward compliments to Telligen executives as appropriate.

Step 4: Satisfaction Surveys are provided to customers following assessments to collect data on the assessment process, including their interactions with the Assessor and Scheduler. Any comments/compliments are shared with the appropriate employee.

Step 5: The Communications Triage Team will forward any compliments received through all communication channels (phone, email, SMS, JIRA Service Management platform) to the appropriate Manager/Supervisor.

Forms/Reports:

Compliment Log

RFP Reference:

N/A

Interfaces:

Microsoft Teams

JIRA

Talkdesk

Attachments:

N/A