

BenchmarkPortal Agent Satisfaction Survey

* 1 What is your current job title/position:

Agent

Lead

Supervisor

Manager

* 2 How long have you worked for the company?

0 - 3 months

4 - 6 months

7 - 12 months

1 - 2 years

2 - 5 years

5 - 10 years

more than 10
years

* 3 How long have you worked in the contact / call center?

0 - 3 months

4 - 6 months

7 - 12 months

1 - 2 years

2 - 5 years

5 - 10 years

more than 10 years

* 4 Please indicate your gender:

Female

Male

* 5 Please indicate your age range:

18 - 20

21 - 24

25 - 29

30 - 35

36 - 40

41 - 45

46 - 50

Training programs are available to keep my skills current.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my personal growth is encouraged here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are opportunities for promotion for those that want to get ahead	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a clear career track within the company.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14 RESOURCES & TECHNOLOGY:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
I have adequate access to the resources I need to answer my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have desktop access to customer information I need to be effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The technology we use is driven by business need, not the IT dept.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The desktop screens I use to serve the customer are easy to navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The system(s) we have provide the information I need to be effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 15 EXPECTATIONS / COMPENSATION:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
The actual job is close to what I expected when I was hired.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The expectations of the job are clearly defined.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My performance is evaluated fairly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My compensation is comparable to other similar jobs in the company.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 16 QUALITY PROCESSES:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
Our goal is the highest possible level of quality for our customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When there is a conflict between quality and quantity, quality wins.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our level of customer service. is superior to our competitors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When something is wrong, we take the initiative to correct it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fixing an issue that affects the customer directly is our top priority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17 COACHING

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
The coaching process here is formalized; it's not haphazard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive feedback on my performance on a regular basis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The coaching I receive helps me improve the service I provide.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I look forward to my coaching sessions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is an effective appeals process for disputes over evaluations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The performance feedback I receive is positive and constructive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual(s) that evaluate my performance are credible & respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18 CUSTOMER FOCUS (Internal)

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
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* 21 DIRECT SUPERVISOR / MANAGER STYLE:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
I respect the knowledge level that my direct supervisor has of my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor finds time to listen to what I have to say.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor cares about me as an individual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor has my trust.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good working relationship with my direct supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor and I treat each other with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor treats everyone fairly; there is no favoritism.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 22 COMMUNICATION:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
I can talk about sensitive issues here; there are no taboos.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our culture encourages free & open discussion of existing practices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A formal process exists to advise mgmt. about how things are working.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Issues that I raise are acknowledged and considered by management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes that affect customers are communicated to us in advance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 23 VALUE / APPRECIATION:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
I feel that my opinion is valued.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I've seen improvements take place as a result of feedback I've given.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our leaders exhibit effective listening skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mgmt. asks for feedback on major decisions that affect the agents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upper management recognizes the importance of the contact/call center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 24 INNOVATION / INVOLVEMENT:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Doesn't Apply
Creativity is openly encouraged in this organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This organization continuously searches for ways to do things better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mgmt. promotes creative thinking & risk-taking, & tolerates failure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This organization rewards innovation with more than just lip service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am encouraged to take initiative to address a customer's concern.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I take the initiative and it doesn't work out, I'm not punished.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 25 How long does it take you to commute to work (average time one-way)?

- 1 - 10 minutes
- 11 - 15 minutes

16 - 30
minutes

31 - 45
minutes

46 - 60
minutes

More than 1
hour

I telecommute (work from home-office)

* 26 Are you employed full or part time?

Full-time

Part-time (for part-time, please enter the average number of hours per week)

Comment:

▲

▼

* 27 Are you currently represented by a labor union?

Yes



No

28 What haven't we asked that you feel is important for management to

29 Is there anything else you would like to add?