101 Email Survey Process

An overview of the 101 automated survey process
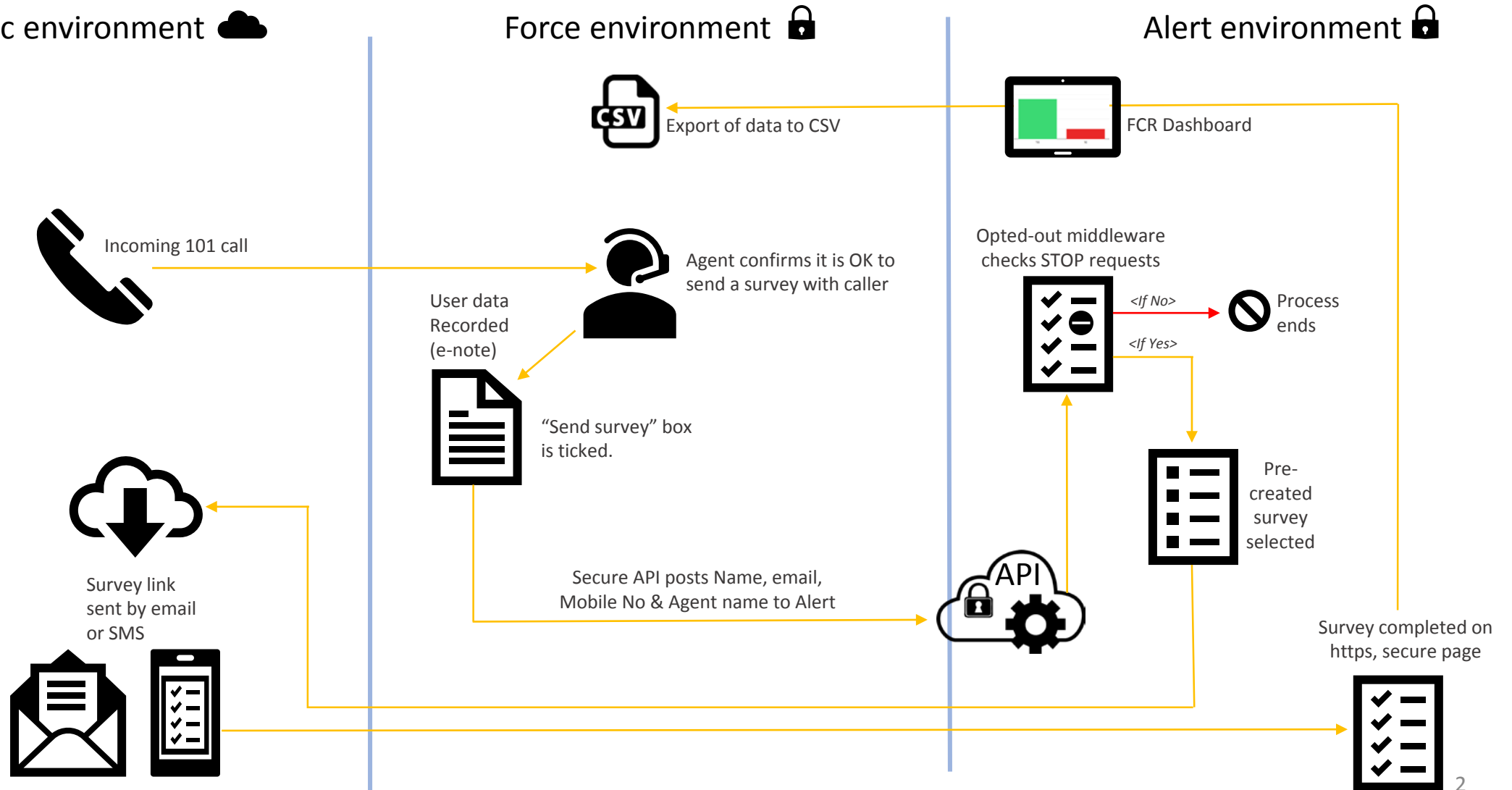
Process and Environments: WMP

Data Processing Agreement

Public environment ☁

Force environment 🔒

Alert environment 🔒

CSV — Export of data to CSV

FCR Dashboard

Incoming 101 call

Agent confirms it is OK to send a survey with caller

User data Recorded (e-note)

Opted-out middleware checks STOP requests

<If No> → Process ends

<If Yes>

"Send survey" box is ticked.

Pre-created survey selected

Survey link sent by email or SMS

Secure API posts Name, email, Mobile No & Agent name to Alert

API

Survey completed on https, secure page

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Process & Environments: Proposed

Data Processing Agreement

Public environment ☁

Force environment 🔒

Alert environment 🔒

Export of data to CSV

FCR Dashboard

Incoming 101 call

Agent takes call as usual

Opted-out middleware checks STOP requests

<If No> → Process ends

<If Yes>

User data recorded

CSV output created every hour

Pre-created survey selected

Survey link sent by email or SMS

Internal application selects appropriate records

Secure API posts Name, email, Mobile No & Agent name to Alert

API

Survey completed on https, secure page

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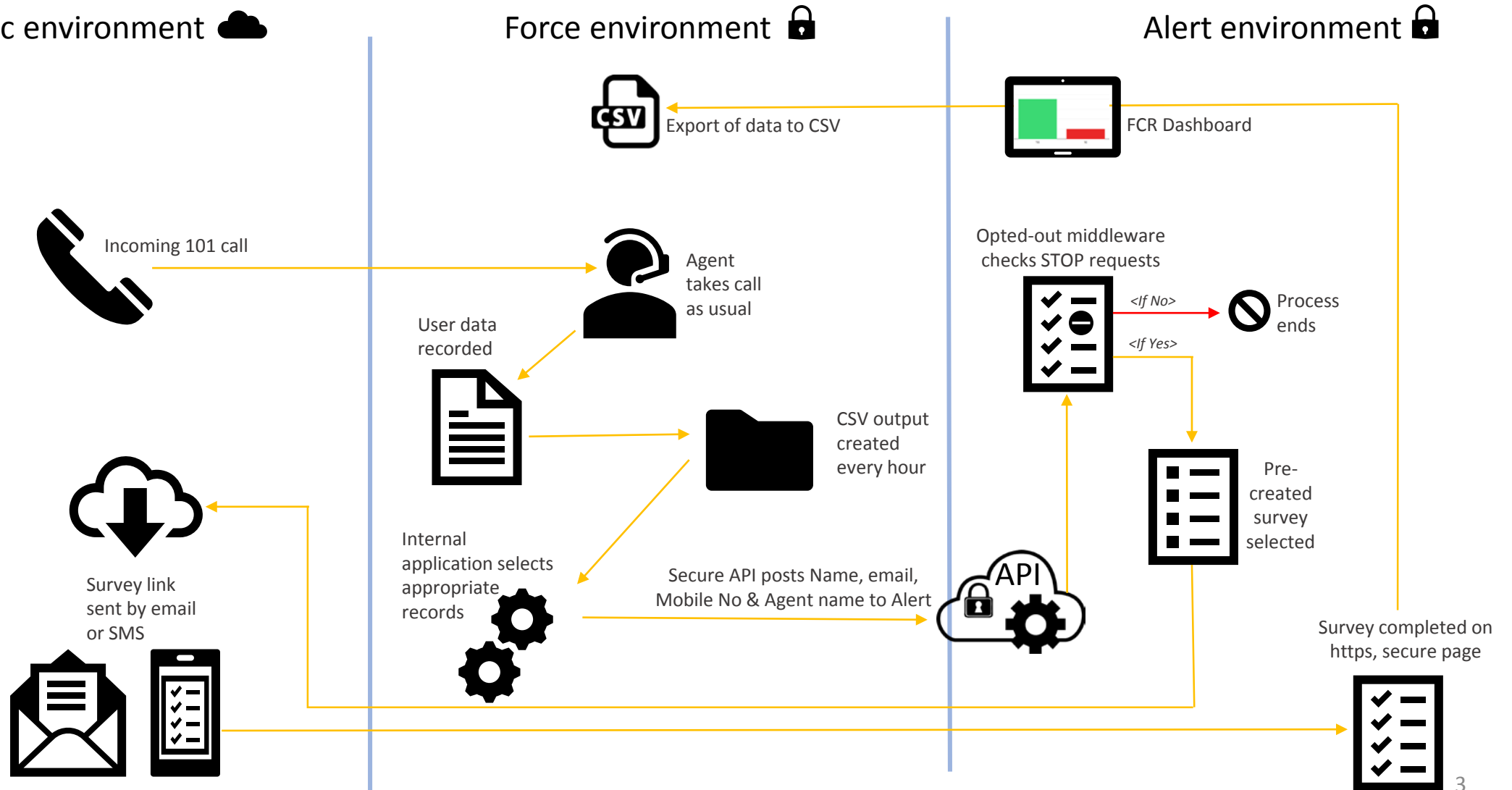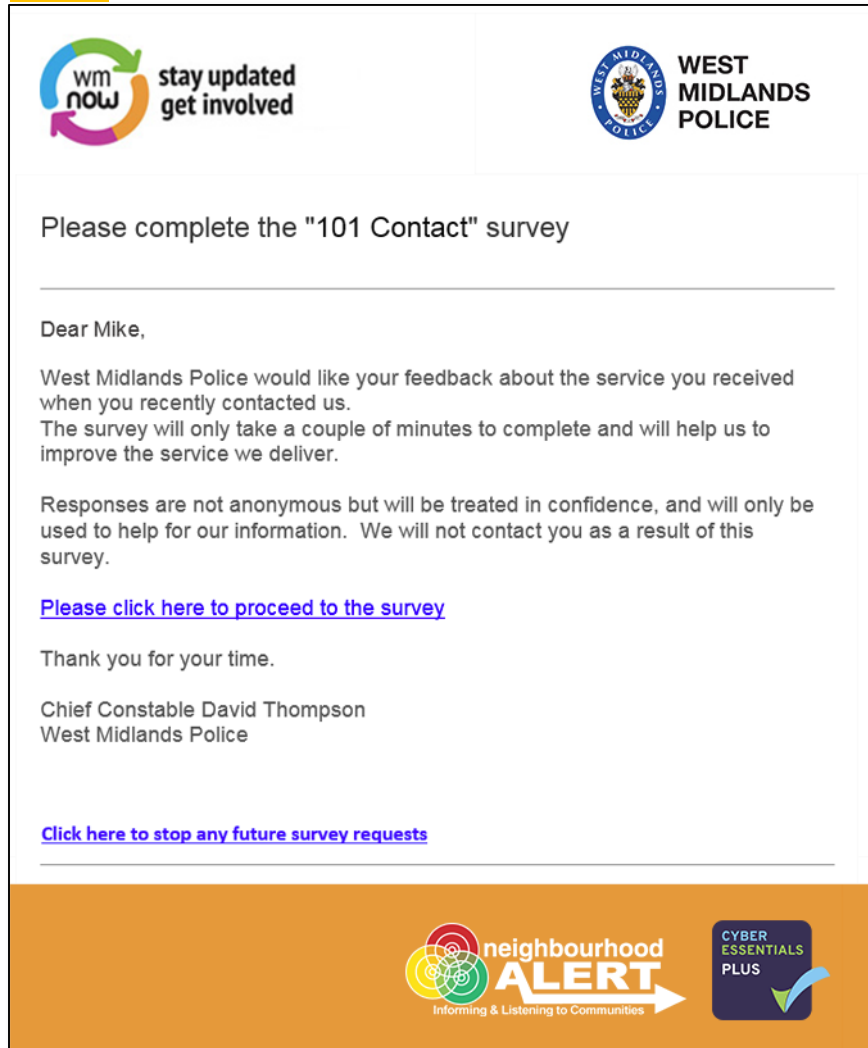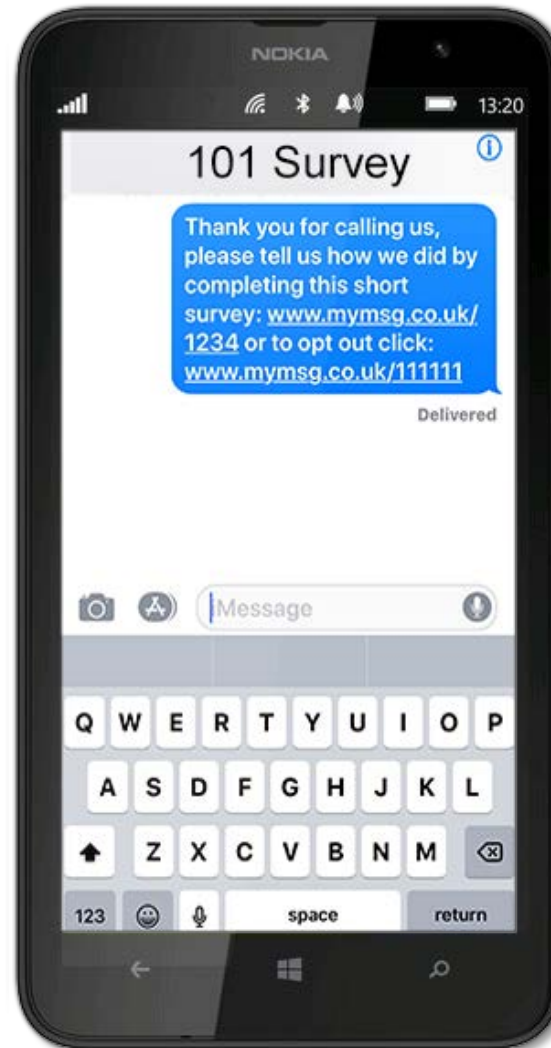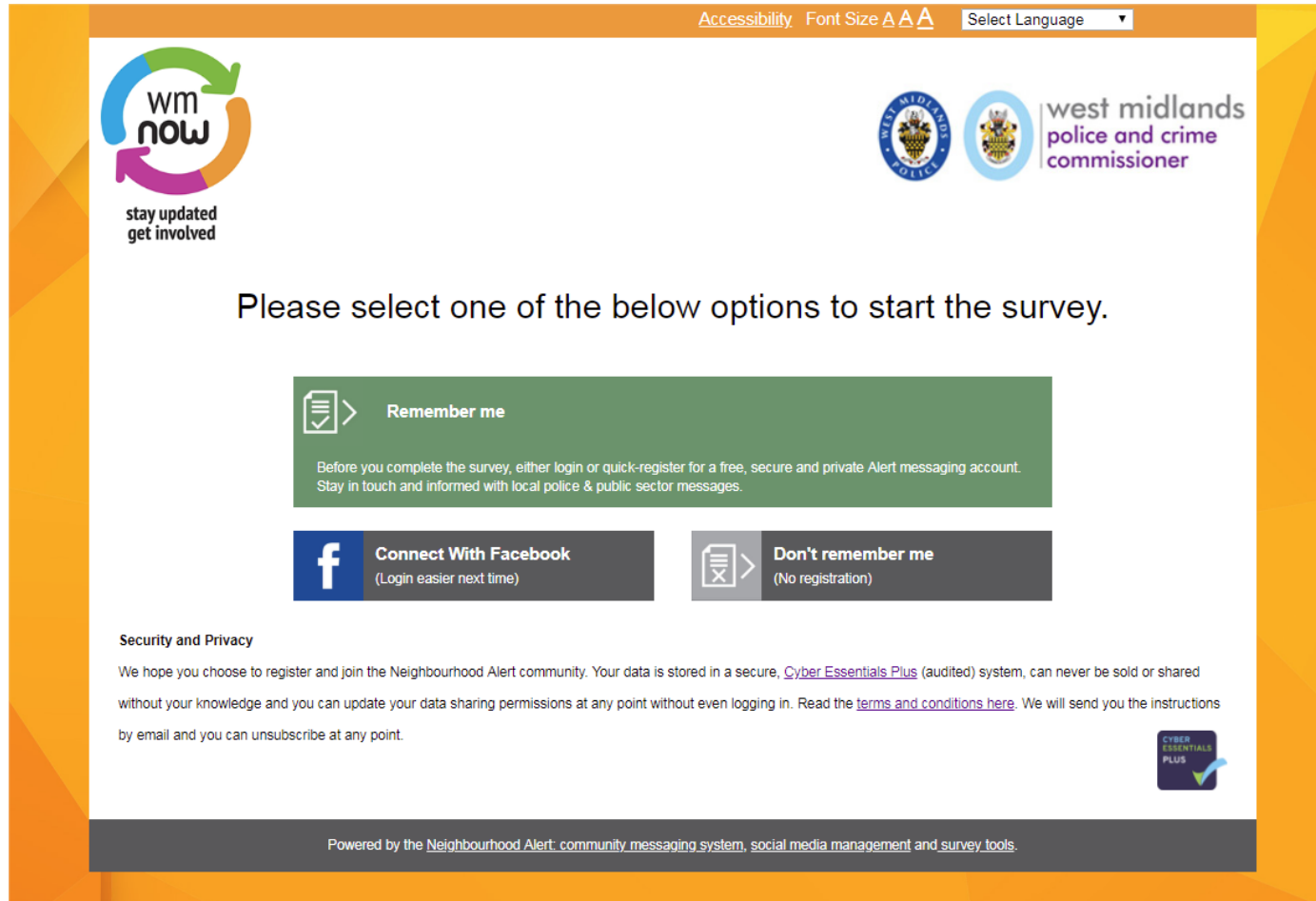
Survey Requests

Once the API and internal processes have confirmed a survey request should be sent, this can be sent by email and/or text message (as dictated by your internal process).

Email is free, text messages cost 3 pence each

The email and text content can be customised. Both include links to the survey and "Stop" facilities.

Survey Requests

Mobile optimised / responsive, secure web survey
Provides optional registration before the survey

Online Survey

Survey questions are fully customisable

Range of survey question types available

Fully mobile optimised

Works with or without registration, you don't have to be registered first

FCR Dashboard

All responses are fed to an online "Dashboard" which updates every fifteen minutes

Neighbourhood Alert: WMP 101 Survey - Did the call handler listen? (results over the past year)

Results to the WMP 101 survey question "Did the call handler listen to what you had to say?" received over the past year

Neighbourhood Alert: WMP 101 Survey - Was the call handler professional? (results over the past year)

Results to the WMP 101 survey question "Did the call handler act in a professional manner?" received over the past year

Neighbourhood Alert: WMP 101 Survey - Was your call taken seriously? (results over the past year)

Results to the WMP 101 survey question "Did the call handler take your matter seriously?" received over the past year

Neighbourhood Alert: WMP 101 Survey - Was the call handler respectful? (results over the past year)

Results to the WMP 101 survey question "Did the call handler act in a respectful manner?" received over the past year

Neighbourhood Alert: WMP 101 Survey - Averate rating (results over the past year)

Happy with Contact (/5)

Average rating received to the WMP 101 survey question "How happy are you with the service you received during your call today? Please rate on a scale of 1 to 5 (1 being lowest and 5 being highest)" over the past year.
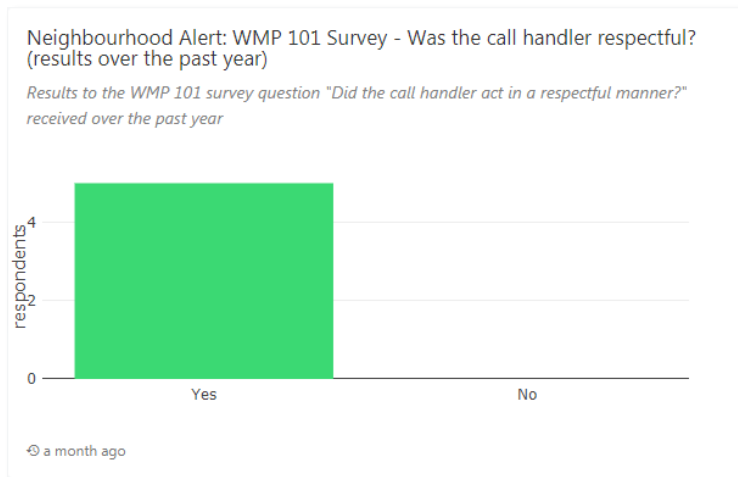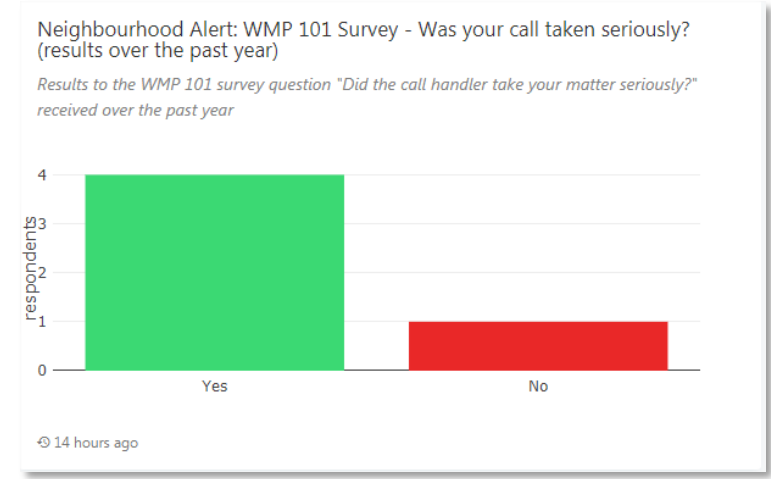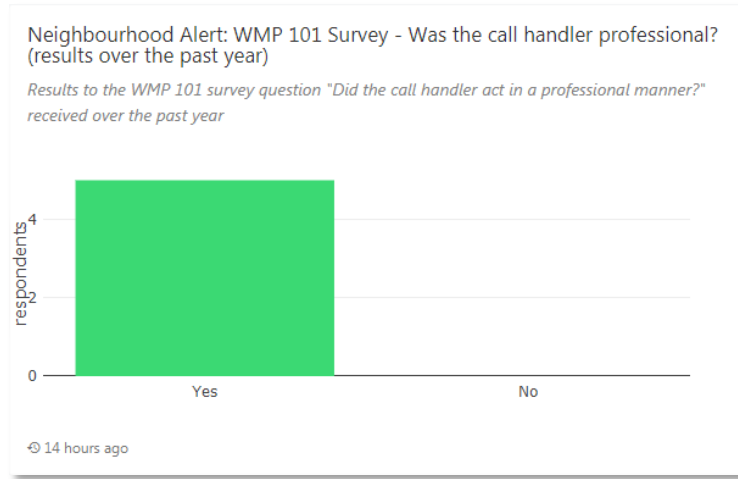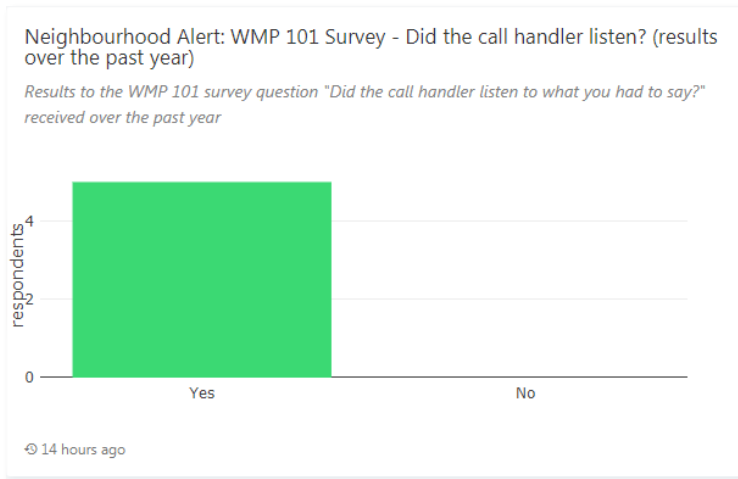
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Happy with Contact (/5)

Neighbourhood Alert: WMP 101 Survey - Ratings (results over the past year)

Ratings received to the WMP 101 survey question "How happy are you with the service you received during your call today? Please rate on a scale of 1 to 5 (1 being lowest and 5 being highest)" over the past year.

More information:

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Watch DI Banton explain about the survey tool at our 2017 Conference: https://www.screencast.com/t/LAVAQ3FIhS

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