

**[CA-273243] Post Call Survey reporting format update**

Created: 01/25/2024 08:49 AM - Updated: 02/29/2024 04:06 PM

<b>Status:</b>	Committee Review		
<b>Project:</b>	CalSAWS		
<b>Component/s:</b>	None		
<b>Fix Version/s:</b>	None		

<b>Type:</b>	CER		
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<b>Labels:</b>	CSC-Committee, LA_IVR_CER		

<i>Main</i>			
<b>Region #:</b>	6		
<b>County:</b>	Los Angeles		
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<b>Request:</b>	Updating the format of the Post Call Survey data. Issue The current report format lists each survey question on a separate row, which results in having 5 rows for each survey. The current format makes it difficult to conduct analysis on survey responses.		
<b>Recommendation:</b>	LA County is proposing for the Post Call Survey report format to be modified to list one complete survey into a row, versus the current multi row format for one survey response. Having each question be listed on a separate column rather than on a separate row, will allow the report to be easier to digest, and quickly categorize the data collected by call.		
<b>Priority/ Implementation Consideration(s):</b>	eCCP/eGAIN enhancement		
<b>Area(s) Impacted:</b>	Call Center		
<b>Committee:</b>	IVR & Contact Center		

<b>Attachments</b>			
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