

Contact Centre

VoC Q&A

Data

Q) Why do some data fields that are passed to Reputation as part of the regular file transfer process not appear if I look at a particular survey in isolation in the platform?

A) This is an access permissions consideration - those with the required level of access can see all fields, including PII if relevant. Should you believe that your account needs to be adjusted, please contact your Customer Success Manager, and/or the relevant Support Desk with your request (which we may have to further verify with approvers on your side)

Q) Please explain the business rules for the data. What are the parameters that are taken into consideration and who is cleaning the data?

A) Rules are applied to the data before submission to Reputation. Please see the file 'cla' for reference

Surveys

Q) The 'customer event' that triggers the survey, is that referring to the date the customer file is closed?

A) Yes

Q) Will surveys be issued to customers who have an ongoing claim?

A) Reputation will receive, daily, a list of open claims. Customers that appear on this list will **not** be issued with a survey

Q) Could a customer receive multiple surveys at the same time? e.g. one for Contact Centre and another for Dealer?

A) The VoC Dealer survey is not sent if a claim is opened in R-Force. If there isn't a claim in R-Force, then a customer could receive both a Dealer & Contact Centre survey. Renault are working directly with Romania and Turkey to understand and resolve their issues

Q) Could you please explain the meaning of the number of stars?

A) Reputation follows the universally accepted breakdown for how 'star ratings' are understood, namely a 5-point scale:

5 Stars = Excellent/Exceptional

4 Stars = Very Good/Above average

3 Stars = Good/Acceptable/Satisfactory/Average

2 Stars = Below Average/Poor

1 Star = Very poor/Unacceptable

In terms of sentiment, this is broken down into three different levels (negative, neutral and positive). Where a score of 1 or 2 stars would be deemed 'negative', a score of 3 as 'neutral' and scores of 4 or 5 stars as positive

Q) Is only a full 5 star score a positive?

A) Within the Reputation platform, a 'positive' rating would encompass both 4 and 5 stars. However, for bespoke customer-created calculated scores we may be asked to include only 5 stars as 'positive'. Also note that a standard 'Top Box' (e.g. top score) report will only include 5 star ratings

Q) How is the 5 Star result calculated?

A) Your Overall Satisfaction score is an average of your customer 1 to 5 Star responses

Q) Is the Top Box score based on 5 Star responses only?

A) Yes, that is correct

Q) When you click on Surveys > Results Manager it would be beneficial if you could keep the filters in the second screen, which does not currently appear to be the case?

A) This is correct, the current filters technology that Reputation works with does not always carry the filter information between different sections of the platform. We are currently working on completely renovating the coding behind our filters to make them more user-friendly

Q) Total surveys (surveys by location) - Please could we show sentiment by response/Star (the 5 categories of response)?

A) This is being investigated by Reputation and they will advise accordingly

Q) Can a completed survey be removed from the platform?

A) Technically, yes. There is the capability within the platform for Reputation to remove survey responses. However, we do not encourage this practice and any requests need to be submitted to the Groupe Renault Contact Centre (sophie.baudet@renault.com & cerasela-georgeta.dobroiu@renault.com)

Alerts/Tickets

Q) Alerts from Dealer VoC, will be included in Contact Centre Claims VoC?

A) When a Hot Alert is raised within R-Force, it should be handled as a complaint. The customer will not receive a further survey once the complaint has been closed (Hot Alerts are not surveyed by the Contact Centre)

Requests

Q) In the request history logs, what does each different status represent?

A) There is a breakdown/summary of each status within the 'Help Centre'

Dashboards

Q) Do we use the same login details for both EREP and VoC?

A) Yes, as long as your user account has been set-up to access both EREP and VoC

Q) How do I switch between EREP and VoC on the Reputation platform?

A) You can log into either EREP or VoC and then navigate to, and click on, the "Switch" dropdown menu in the top-right corner of the platform. In the menu presented, you will see the option to change your current view to the other instance

Q) Does it matter that in 'General Information' on the platform the Country is "United States" for me in Austria? Also the "Locale" is stated as "English (United Kingdom)" and I cannot select Austria

A) In terms of 'General Information' it does not matter that the 'Country' is showing as the 'United States'. 'Locale' can be changed directly by the user. Click on the circle with your initials, top right of the platform, select 'Locale' from the menu and then select from the drop down provided. Reputation will continue to review the range of languages available and look to expand these where necessary

Q) Who do I contact if I've not yet received my 'Welcome' email?

A) Please contact a member of the Groupe Renault Contact Centre team (sophie.baudet@renault.com & cerasela-georgeta.dobroiu@renault.com)

Q) How do I add a new user to the Platform?

A) Please contact a member of the Groupe Renault Contact Centre team (sophie.baudet@renault.com & cerasela-georgeta.dobroiu@renault.com)

Q) How do I change my user permissions within the platform so that I can see additional information?

A) Please contact a member of the Groupe Renault Contact Centre team (sophie.baudet@renault.com & cerasela-georgeta.dobroiu@renault.com)

NOTE: For any E-Reputation, VoC or Quality & Customer Satisfaction user access or permission requests/queries, please contact your usual Groupe Renault point of contact

Q) Can the Country level Administrator manage user access and permissions for their particularly market?

A) Unfortunately not. You will need to contact a member of the Groupe Renault Contact Centre team (sophie.baudet@renault.com & cerasela-georgeta.dobroiu@renault.com)

Q) Does 'Location' refer to Line of business?

A) 'Location' refers to Country - Service line - 'Team' and 'Brand'. For France 'Location' refers to Country - Service line - 'Sub Team' - Team and 'Brand'

Q) How quickly do survey responses appear on the Reputation platform?

A) For Voice of Customer, responses appear in the platform near enough instantaneously. In relation to EREP, the typical scrape schedule for reviews is once every 24 hours (for those Dealers not connected). Where we have a Google connection via our API, the data is updated normally within an hour. However, the Google API timeframe does state to allow up to 24 hours (as a standard we see this updated more frequently, normally within the hour but it can be 1-8 hours)

Q) How do I split results between/by Customer Support and Dealership? + Why is there no dashboard already for Customer Support (identical to Claim and Request)?

A) Reputation will take this one away and create Dashboards that focus specifically on Customer Support. Meaning there will be Dashboards focused in Claims, Request and Support

Q) Why is an NPS score showing alongside the ratings score in the 'All Surveys' view? Can we delete it?

A) At this stage you cannot delete the NPS score from this tile, though we will add it to our feature roadmap for consideration in the future. As it stands, you can alter your view of the 'All Surveys' section to be 'list' view (click option to the right-hand side of the screen) which removes all scoring metrics from view

Q) The number of 'Sent', 'Started' & 'Completed' numbers being reported don't add up/make sense

A) The results currently include some pre go live test data. A ticket has been raised within Reputation to remove these as quickly as possible

Q) Why are there two different score scales (100 vs. 1000) shown in different modules?

A) The scale of 1,000 relates to the Reputation Score, which is primarily utilised within EREP, whereas the scale of 100 relates to the sentiment scores that are applied to the Experience Insights results (which can be split out by VoC or EREP only, or viewed as a combination of both), i.e. the strengths and weaknesses scores of the core categories that customers focus on in their feedback (professionalism, staff, responsiveness, etc.)

Q) Could you please elaborate on the 'industry average'? Does it mean industry average for a specific country? What is the data source for industry?

A) To calculate industry benchmarks, our algorithm selects a representative sample of over 1000 locations in your industry (made up of both Reputation customers and non-customers). We then calculate an average score across all locations in the sample. We also take the locations with the highest reputation in that sample (typically top 1%) and create an average score of those. That average is the best-in-class benchmark for that industry. Your score as a whole is industry- and country-specific. For example, the scoring algorithm differs between OEM businesses in UK vs. other countries

Q) Can I delete a Dashboard that I have created?

A) Yes, you can. Simply click on the 3 dots/kebab menu and within the drop down you will see a 'Delete' option

Reports

Q) What does the term 'CTR' reference, in the Requests Sent report?

A) This refers to Clickthrough Rate, and references slightly differently for emails and SMS. For emails, CTR = the ratio of unique clicks to unique opened. For SMS, CTR = The ratio of unique clicks to delivered

Q) In Reports, or for Dashboard metrics, can a user replace % breakdown values by a volume value?

A) Yes, this can be done depending on the specific report or widget being utilised. Simply navigate to the Customise menu and select the value for "Show Sentiment Breakdown As" to be "Absolute" rather than "Percentage" - the platform will then show the volumes of feedback for negative (1 or 2 stars), neutral (3) and positive (4 or 5)

Q) Where do I find the case number?

A) Select 'Surveys' and then 'Results Manager'. The information displayed is determined by your user access level

Q) Can we create public reports, to be shared with other people?

A) Reports that you create for yourself can be subsequently shared with others in your organisation (you can create a report, using the templates already existing in the platform). Click the ellipsis (three dots) option to the right of your report and select 'Share'. Then, search for the user or role that you want to set sharing permissions for, and then set the desired permission (i.e. None, View, Edit). Click '+' to add the permission and 'Save' when finished. An example use case may be: I want to make the report private to everyone except users with the "Regional Manager" role, or only a specific user, and additionally, I want to be the only one who can edit the report

Q) When we extract the report, we do not have the call number, email, personal information and case owner, the data is encrypted. This information is essential for us to have a good diagnosis of detractor customers and the quality service of agents. How do we get access to this information?

A) To view additional information requires a change to your user role. Please contact a member of the Renault team in the first instance

Q) Are we able to download/export data and results in Excel format rather than CSV?

A) Reputation are aware that this is a key requirement for the Groupe Renault programme and are looking into the feasibility of adding this functionality

Support

Q) Is there a non-English speaking support email address for Austria? I did only see one for Germany

A) We will continue to monitor our services for review and if more languages/translations are required then we will look further into that. However, please utilise the email address that corresponds to the language that you would wish to use in your engagement with us, i.e. if you would prefer to speak with us in German, irrespective of your physical location, please use the support-germany@reputation.com

Q) What are the support email addresses?

A) For English speaking countries, please contact: renaultsupport@reputation.com. For non-English speaking countries, please utilise one of the following:

support-croatia@reputation.com

support-france@reputation.com

support-germany@reputation.com

support-italy@reputation.com

support-netherlands@reputation.com

support-poland@reputation.com

support-portugal@reputation.com

support-romania@reputation.com

support-russia@reputation.com

support-slovenia@reputation.com

support-spain@reputation.com

support-turkey@reputation.com

support-ukraine@reputation.com