Annex B to Resolution 79/09/CSP

Electronic form referred to in Article 5, paragraph 1, letter b) of Resolution No. 79/09/CSP of 14 May 2009

OPERATOR:	QCOM SPA
CALL CENTRE:	

Reference year: 2019	Data collection period:	1st HALF	
		2nd HALF	**X**
		YEAR	**2019**

Indicator name	Measure	Unit of measure	Measured value
1 - minimum navigation time to reach the option of speaking to an operator in order to make a complaint, i.e. the time interval between the moment at which the selection of the customer service number is correctly completed and the moment at which the user can select the option of speaking to an operator to make a complaint	average, weighted by the time spent in each IVR in the half-year, of the minimum times to reach the "human operator" option in the IVR to make a complaint*	seconds	Qcom has no intermediate selections before the human operator
2 - operator response time after the user has selected the relevant option, i.e. the time interval between the moment at which the calling user selects the "operator" option within the interactive voice response (IVR) customer service system and the moment at which the operator answers the user to provide the requested service	a) average response time to incoming calls	seconds	15
	b) percentage of incoming calls in which the response time is less than 20 seconds	%	90
3 - percentage of complaints resolved without the user needing to make further calls to the customer service number about the same complaint	Percentage	%	32

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