

11. How would you rate the resolution of the problems you encountered?													
12. How would you characterize the overall quality of the call center in regard to busy-outs, dropped calls, average wait time, percent of calls answered, etc.?													
13. How would you characterize the overall quality of the client website in regard to intuitive navigation, customer satisfaction, connectivity?													
14. Were the manuals easy to follow and provided on time?													
15. Was the solution delivered easy to learn and use by your agency?													
16. Was the documentation provided for your training staff, retailer and/or providers clear, concise and easy to use?													
17. Have enhancements and revisions been timely and easy to install?													
18. Is the functionality and performance in the solution as promised in the contract?													
19. Would you do business with this vendor again if given the opportunity?													
20. Based on your experience, how would you rate your satisfaction with the solution?													
Average Scores Normalized to a 100 Available Points Score System													

I am in agreement with the evaluation above.

I am in agreement with the evaluation above.

Signature

Signature

Name

Name

Agency/Institution

Agency/Institution

Date

Date