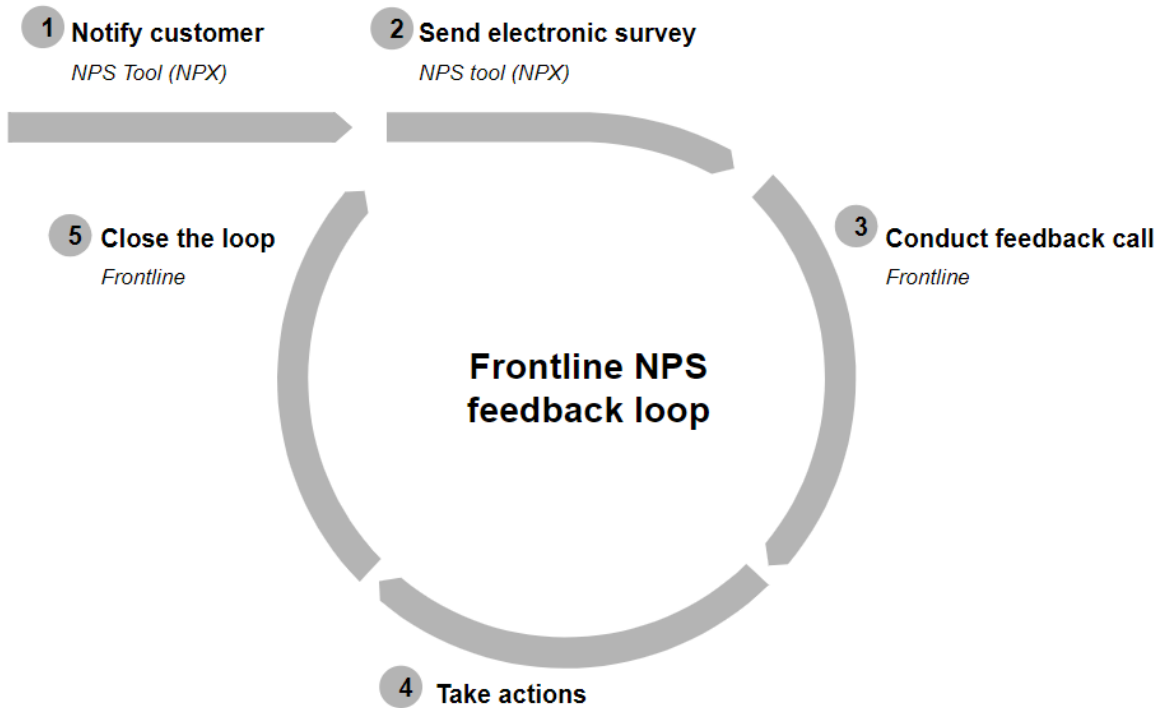


SpP NPS

Objective and Scope	Table of Contents
<p>NPS allow to perform the whole feedback loop directly in Salesforce CRM and provide users the following experience:</p> <ul style="list-style-type: none"> o View NPS survey results, and NPS Score evolution for their contacts / accounts, through visual dashboards o Complete their feedback forms o Track their NPS actions 	<ul style="list-style-type: none"> • Objective and Scope • Reference Documents • Key Roles and Responsibilities • Version Control

Reference Documents
<p>Frontline NPS training material</p>
<p>Procedure to create & update users in NPX SBS CRM Team is managing licenses NPX licences : 2 weekly reports are running to identify new lcare users to be created in NPX or users to be deactivated . (New NPS users - NPS users deactivated recently Julien Gasqueton receive automatic notification when action is required .</p>



Key Roles and Responsibilities

- **SBS Support / Evolutive Maintenance** Rachel Singer (WW) - SBS CRM functional analyst Clemence Rovelon
- Contact for data issues: Ayeshwaria Jeyakrishnan

Who can send again a survey? Commercial Excellence.

Version Control

Version	Date	Description
00	28/11/2019	Draft version