

# PTI Customer Service Survey

**Report on Names function results**

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CSC Meeting

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# Summary

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- Fieldwork: 17 September – 19 October 2018
- Echo Research (previously known as Ebiquity) invited 3710 PTI customers
- In 2018 we:
  - removed the question about awareness about PTI being the affiliate of ICANN.
  - removed the N/A option from the survey
  - avoided running the survey during the ICANN meeting timeframe.
- We have seen a reduction in response rate over the years although overall satisfaction continues to be high:

	2014	2015	2016	2017	2018
Responses	11%	11%	10%	7%	5%
Satisfaction	93%	94%	94%	87*	96%

\* We had the N/A option in 2017. 10% picked that option. 3% were dissatisfied/very dissatisfied

# Naming function statistics

Customer Service Areas	Number of emails 2017	2017 Completed survey	2017 Satisfaction	2018 Number of emails	2018 Completed survey	Satisfaction
Routine Root Zone Management (ccTLD)	274	56	95% S/VS 4% N/A 1% D/VD	248	26	98% S/VS 2% D/VD
Routine Root Zone Management (gTLD)	431	20	81% S/VS 17% N/A 2% D/VD	320	14	97% S/VS 3% D/VD
ccTLD Delegations & Transfer	13	3	80% S/VS 7% N/A 13% D/VD	13	0	-
gTLD Delegations & Transfer	66	4	75% S/VS 15% N/A	22	4	100% S/VS

# Findings

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- Participation was the lowest ever, but satisfaction rates hit historical highs in all areas of the Naming function.
- We had 0 participation from the ccTLD delegation/transfer segment
- Open Ended Comments received for the Naming function:
  - *“Good job. keep ahead :)”*
  - *“Kim is very approachable and offers good solutions”*
  - *“The items marked 'satisfactory' are of less importance to me - maybe that is why they did not receive a higher grade. I'd rather IANA continue to concentrate on those items marked 'very satisfied' rather than improve on those items”*
  - *“Templated emails should be refined and made more user friendly”*
  - *“Too easy with the email integration... just click and approve, not login authentication. <https://rzm.iana.org/rzm/confirmrequest/000000/xxxxx>”*
  - *“We still wait for the announced changes to the RZM interface. I understand the importance of the KSK rollover, but the changes to the RZM are also of importance to the registries...”*

# How Did We Do (HDWD) Sneak Peak

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- Post-interaction survey tool launched in December 2018
- Ability to identify trends for potential areas for improvement
- Survey sent 24 hours after the request is resolved by IANA Specialists
- Same customer will only receive one survey every 60 days (tied to email address)
- Segmented by function (Names, Numbers, Protocol Parameter, General Enquiries)
- Next release will include sub-segments (ccTLD vs gTLD requests)
- 30 day Report: Dec 14– Jan 14
  - Naming function response rate: 24%
  - Naming function satisfaction rate: 100%
  - Overall response rate: 31%
  - Overall satisfaction rate: 89%