

BEST BUY NPS COACHING PORTAL

INTRODUCTION

Best Buy will send an email survey to their customers. The results are posted in the “In-Home Services NPS Report” accessible in the Best Buy NPS portal. The NPS results will be compiled and sent out to the Market Managers daily. Market Managers will need to coach their team and update the Best Buy NPS portal.

HOW TO UPDATE THE PORAL

1. Log into the Portal.
2. <https://reportal.us.confirmit.com/reportal/LandingPage.aspx>
 - Username: InstallsInc06
 - Password: InstallsInc0606
 - Portal ID: 3900387
3. Select **Case Management**

Current Report Base: uso_hierarchy_BBY_National
Selected Elements:
Month: Current

Export
Log off
My Bookmarks
National

Fiscal Month
Fiscal Quarter
Fiscal Year
Survey Date Range
NPS® Breakdown
Severe Detractors

Current Month Previous Month

Dashboard

Net Promoter Score® = % Promoters - % Detractors

	Sample	NPS®	Promoter	Passive	Detractor
Jul FY 19					
National					
PC Install Onsite	4	75.0	75.0%	25.0%	0.0%
Home Theater Installation	900	57.3	74.3%	8.7%	17.0%
Appliance Install	974	58.9	73.3%	12.3%	14.4%
Total	1878	58.2	73.8%	10.6%	15.6%

Legend: PC Install Onsite (blue), Home Theater Installation (green), Appliance Install (red)

Line chart showing NPS trends from Jun FY 18 to Jul FY 19. The Y-axis ranges from -50 to 150. The X-axis shows fiscal years from Jun FY 18 to Jul FY 19. The chart shows three data series: PC Install Onsite (blue), Home Theater Installation (green), and Appliance Install (red). The PC Install Onsite series shows a significant dip in Feb FY 19.

4. From the dropdown, select **Respond to Open Cases**. You can search for the job to respond. Click the filter button shown below:

Current Report Base:
 uso_hierarchy_BBK:National

[Export](#)
[Log off](#)

My Bookmarks

National

Fiscal Month

Fiscal Quarter

Fiscal Year

Survey Date Range
 From To

NPS® Breakdown

When you are updating the status of open cases, the system may take a few minutes to show the up
DO NOT Call or contact customers who have not requested to be contacted. It is against the law.

We do not remove, switch locations, or change surveys for any reason, as it is against con

New	In Progress	Closed
250	820	361
17.5%	87.3%	25.2%

Use the **green button** below to export comments to Excel



Workforce	Work Order ID	Respid	Survey Date	Case Status
Appliance Installation	43457983	2132615	5/10/2018 10:11:28 AM	Open (pending)

- You will see a submenu popup--- enter the **FMS number/Client Order ID** into the **Work Order ID** field and click **Apply Filter**.

Use the **green button** below to export comments to Excel



responseid

Survey ID

Workforce

Work Order ID

Respid

Survey Date

Case Status

Territory ID

USO ID

LOC ID

NPS® Breakdown

NPS® Comment

Overall Comment

- Select the job to open by left-clicking in anywhere on the line.
- Select **Edit Notes** within the job. The job should already be cased within the Stakeholder and Root Cause analysis (based on customer/DOLI comments).

- a. DO NOT CHANGE THIS. If you disagree with the casing, contact Tim Bohland -- but do not change it yourself.

Respondent overview

Date case opened: Thu Aug 2 09:25:49 CDT 2018
caseStatus SN: In Progress

Edit Notes Filter questions

NPS®	8
Overall Satisfaction	10 - Very Satisfied
Ease of scheduling appointment	6
Time between your appointment set-up and service	6
Time to complete service	10 - Excellent
Price of the service	9
Overall quality of the service	10 - Excellent
Ease of the overall service	10 - Excellent
Agent/Personnel knowledge	10 - Excellent
Agent/Personnel being respectful	10 - Excellent
Keeping you informed	10 - Excellent
Reviewing completed service	10 - Excellent

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8. Scroll to **Case Management Notes**. Typically, this message will show: "Categorized case, pending MM feedback." Delete that comment and enter coaching/training comments summarizing your discussion with the servicer.
 - a. Keep your notations professional and always keep in mind these are visible to the client. Do not go into detail regarding our internal processes.
9. When finished, **change the status from Open (pending) to Closed**
10. Press the **orange >> button** at bottom right to close out the order.
 - a. You will have to log out of the site and back into see the changes.

Case management notes

Status

Open (pending) ▾



11. Repeat for all orders with issues for that day.