

## Appendix A-1: Customer Satisfaction Survey Applet Data Mapping

Custom Field?	Required Field?	OCTS View Field Name	Siebel Logical Field Name	Column Name	Table Name	Hyperlink To: Screen/View	Method of Population
N	N	Survey Date	Created	System Generated	N/A		Application populated
N	N	Service Accessible?	How easy or hard was it to reach us?	ACCESSIBLE_CD	ACCESSIBLE_CD		User Entered
N	N	Knowledgeable Reps?	Were the reps you talked to knowledgeable?	KNOWLEDGABLE_CD	ACCESSIBLE_CD		User Entered
N	N	Timely Resolution?	Was your issue addressed in a timely manner?	TIMELY_CD	ACCESSIBLE_CD		User Entered
N	N	Resolved Satisfactorily	Is your issue truly resolved?	RESOLVED_CD	ACCESSIBLE_CD		User Entered
N	N	Overall Rating	How would you rate your overall satisfaction?	OVERALL_CD	ACCESSIBLE_CD		User Entered
N	N	Additional Comments	Comments	COMMENTS	ACCESSIBLE_CD		User Entered