

Management Survey

Title

coach manager	1
WA Manager	13
HostYo Support Manager (WA)	1
hosting manager	1
Support Manager	1
Manager	1

Tenure - in months

Mean	4
Median	2
Mode	2
Range	13

What are three things you wish new employees knew **before they were hired**?

Anything in yellow cannot be expected prior to starting a job. Most answers were more appropriate for after training than before hire.

DNS and DIG knowledge	5
Attendance is important	5
Customer service skills	4
Lead passing	3
using resources / research skills	3

On a scale of 1-5, how prepared for their job do you feel new agents are after OJT?

Mean	3
Median	3
Mode	3
Range	4

Do you believe the classroom part of training prepares the new agent for OJT? Please give us three examples of how it did or it did not.

Yes	9
No	3
Neutral	6
DNS	6
Communication / Customer service	6
FileManager	4

What three things do you feel were missing from training that you believe agents learned after OJT?

Use resources / research	5
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WordPress troubleshooting	4
Metric / job expectations	3
Request time off / admin things	3
Escalate tickets	3
DNS	3

What three things do you feel are in training that helped prepare new agents best for their job after OJT?

Customer service	11
Using resources	7
Email	4
DNS	4

What do you believe are the five top call types received in a week (not actual stats, but your impression)?

Billing / renewals	13
WordPress	12
Email issues	10
Email config	9
SSL	9

What three call types do you believe agents handle very well?

Billing	15
Email	10
WordPress	7
DNS	7

What three call types do you believe agents struggle with most?

database connection errors / WordPress	9
VPS	7
SSL installs	7

What three things do you wish agents had more training time with before they went to OJT?

VPS	5
DNS	5
Systems navigation	5

On a scale of 1-5, do you believe new agents understand management expectations?

Mean 3
Median 3
Mode 3
Range 3

What three things about management expectations do you believe are not well communicated to agents before or during OJT, if any?

Offers v. Leadpasses	6
CSAT	6
Conformance	5
Adherence	4
Attendance	4

