



Rate my NP

Evaluation tool for number portability processes

The process of Number Portability and the customer experience can now easily be checked by using the PortingXS – Rate my NP – tool. Based on performed number portings, PortingXS can send an SMS Poll containing a customer experience question towards the involved end user. The customer can then easily reply with one of the response codes, best matching the experience.

We collect the information and provide you with valuable reports concerning the experience of number portability and related services, such as: Results of the Poll, Donor Telecom Operator and Porting Completion Date. We can report on individual level, cumulative level or create reports on demand.

MSISDN	PORTING COMPLETION DATE	POLL DATE ANSWER	RNO	DNO	POLL RESULT
232327616322	19-8-2016 10:16:52	19-8-2016 14:16:52	Operator A	Operator B	4
255127616343	19-8-2016 10:16:52	19-8-2016 14:16:52	Operator B	Operator A	3
316127616525	19-8-2016 10:16:52	19-8-2016 14:16:52	Operator B	Operator C	4
552127616533	19-8-2016 10:16:52	19-8-2016 14:16:52	Operator A	Operator B	2
989727616353	19-8-2016 10:16:52	19-8-2016 14:16:52	Operator C	Operator A	1
848127616553	19-8-2016 10:16:52	19-8-2016 14:16:52	Operator A	Operator C	3
223127616300	19-8-2016 10:16:52	19-8-2016 14:16:52	Operator C	Operator B	4

The Rate my NP tool, showing you insights concerning the customer experience of the number portability process straight from the source.

Would you like to explore the possibilities to have your own Rate my NP tool implemented? Contact us, we are standing by: sales@portingxs.com

