

Query Management and FAQ status report: November 2022

Summary as of November

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- 275 Total queries since inception 01/05/22 received from 65 organisations. *
- 76 received in November
- 32 open queries
- 15 FAQs identified from queries received

Trending questions

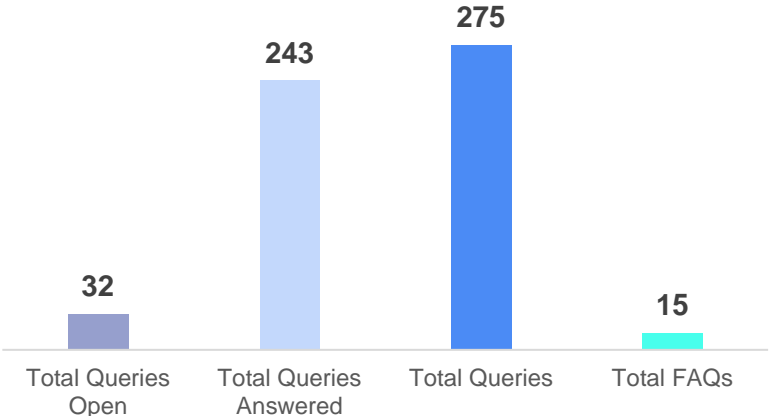
- **Placement** continues to attract the most queries, reflecting interest and the continuing development of the service, especially the placement process leading to the submission of the Core Data Record.
- **Messaging** questions are covering both questions around EDI approach and how EBOT / ECOT messages will be handled.
- **Programme** queries range from confirmation of delivery timelines, MAT approach and delivery confidence.

Most frequent queries are:

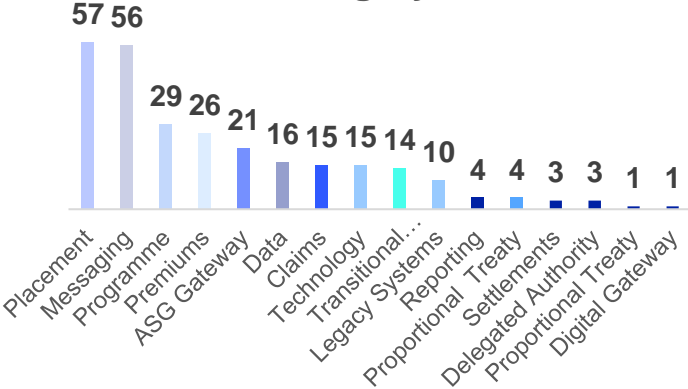
- Type: Carriers (132). Vendors (108),
- Organisation: Morning Data (21), DXC (15) LMA (15) Advantage Go (15).
- Category: Placement (56), Messaging (51), Premiums (26), Programme (26),

* This is a live report values subject to change

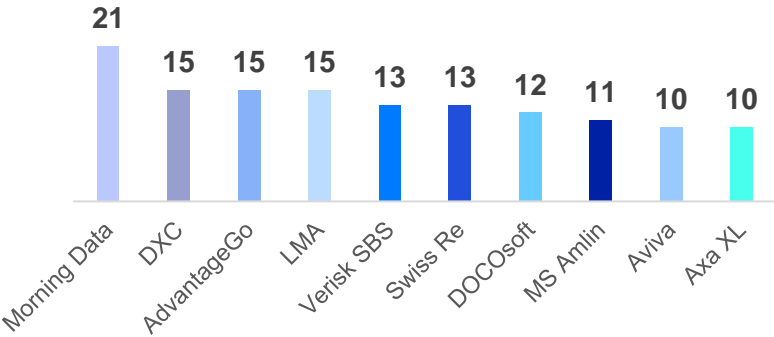
Total Number of Queries and FAQs



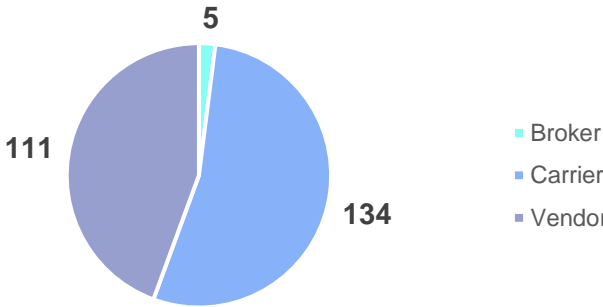
Total Number of Queries by Category



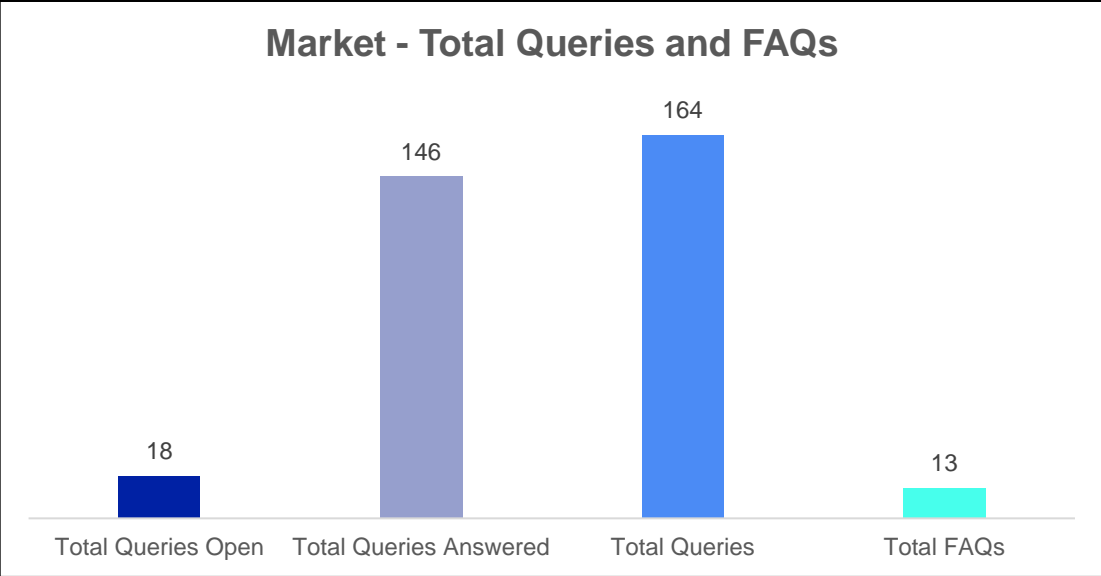
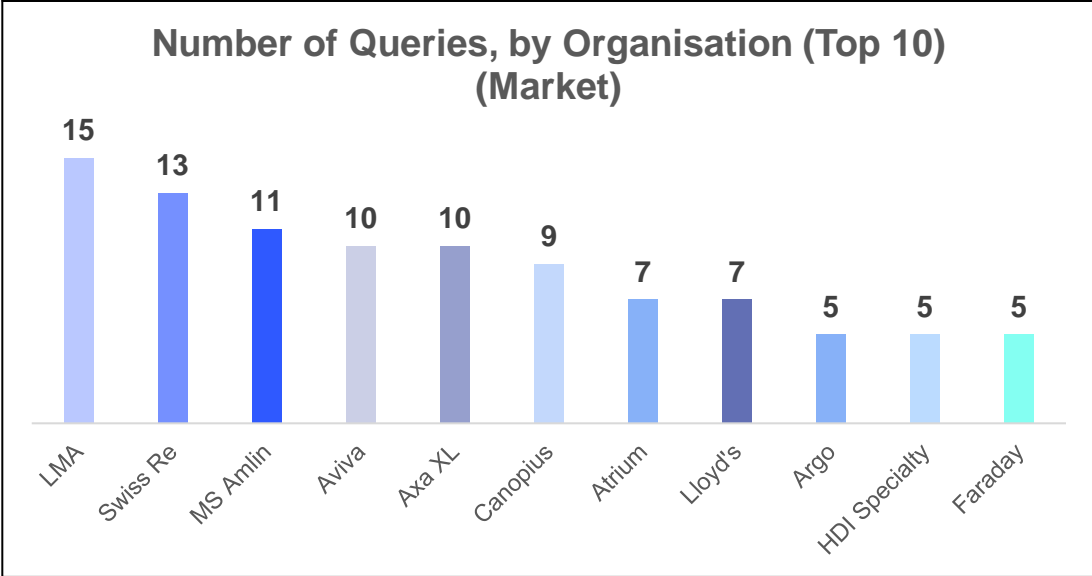
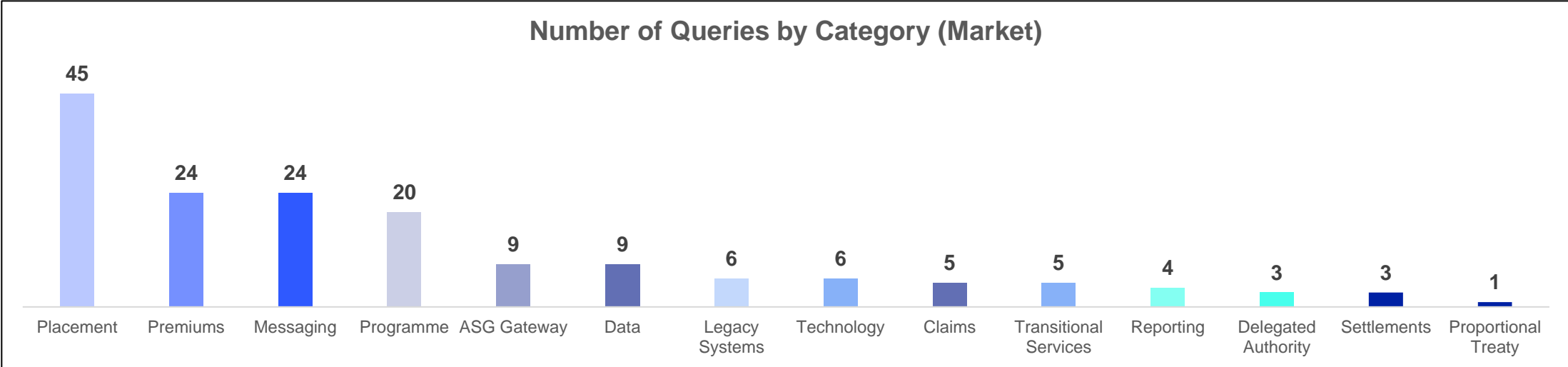
Number of Queries, by Firm Name (top 10)



Number of Queries by type of Firm



Market report : November 2022



Vendor report : November 2022

