Hello there!, I hope SAFSMS has been of value to you in the best ways through the school session. In our efforts to continuously serve you efficiently, we have conducted surveys on the proficiency of our customer support and gladly included the results. Enjoy.

-Editors Notes.
There’s a lot to be said about the ideal world, isn’t there? The realities of the real world are sometimes too harsh to face, almost making the ideal world nothing but a fantasy, a product of wishful thinking. Some of these delightful thoughts are implicit trust in individuals and systems of various kinds, and transparency in dealings of a delicate nature.

As school owners and stakeholders in the educational system, security and transparency are a major concern. How secure are the systems designed to aid our work? How can malicious intent be discovered and dealt with very early? How can transparency be encouraged and rewarded?

SAFSMS introduces the Score Modification Logs, a feature designed to foster and encourage transparency and also ensure the security of student’s data. This simple feature, working tirelessly in the background as teachers carry out their duties, is a detailed log of score modifications. Every change, whether increment or decrement, deletion or update of any kind by whoever in the system is logged for any eventuality. No extra effort on anyone’s part.

Should you decide to make an enquiry into any class, student’s, or subject’s records, data will be made available at a mouse click to aid whatever decision needs to be taken. Log in as an Administrator on SAFSMS and view your school’s score modification logs. There are filters intuitively placed to help narrow your ever growing bank of records to the few that are important to you at the time. With the Score Modification logs, security and transparency would no longer be wishful thoughts or things to be referenced only in the ideal world. They would most certainly be a part of reality.
We're always trying to make our customers happy, and one of the ways we can ensure this is by collecting regular feedback from users.

In a recent user survey, we get a glimpse of how SAFSMS users rate the software's customer support. The survey was responded by 1,267 SAFSMS users in 195 schools across the country. Of which 857 of these were teachers (550 subject teachers and 297 Form Teachers), 246 parents and 271 administrative staff.

From the get go, it turns out that 52.75% of SAFSMS users are still not aware of the various channels to contact customer support, despite multiple efforts to create awareness.

Do you know how to contact SAFSMS Support telephone and email?

Consequently, the number of people who have contacted support is much lower (by 50%) than those that haven't. Or perhaps this is an indicator that SAFSMS is quite user-friendly and reliable.

Have you ever contacted us via our dedicated support channels?

Either way, there are several ways to reach us effectively via Phone call, email or directly from the software!

SUPPORT RESPONSE TIME
The SAFSMS Support team works very hard to provide swift responses to customer issues. Tickets and complains registered through our various channels are prioritised and responded to in good time to ensure that our customers are satisfied.

Respondents to the survey gave our customer response time a 3-star average rating.

SUPPORT AGENT BEHAVIOR
Similarly support agent behavior received a 3.21 star average rating as well.

According the survey, 45.9% of users are completely happy with SAFSMS while the rest of them pinpointed a few issues - the biggest of which is the speed of the system.
FURTHER SUGGESTIONS?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Improvement</th>
<th>Status</th>
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<tr>
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I have forests but no trees.
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I have roads but no cars.

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“Answer to previous edition: None (a circle has no sides)”

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