An Introduction to IB Answers

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Communication, training, and knowledgebase specialist
IB Answers: Key Features

• IB Answers launched globally 14 March 2011
• We operate 24 hours per day, 5 days per week, with weekend support during critical periods
• Support is available in English, French and Spanish
• Aim to send an initial response within 6 hours of receipt
• Online self-help tool on http://ibanswers.ibo.org/
• Streamlining of 35 functional areas into one email address
Contact us

Our team is available to take your call 24 hours per day, Monday to Friday.

You can reach us on the following numbers:

UK: + 44 29 2054 7740
Geneva: + 41 22 309 2515
Singapore: + 65 6579 5055
US: +1 301 202 3025
The Hague: +31 70 352 6055

We are closed on Saturdays and Sundays except during results issue periods.

You can also email us at ibid@ibo.org or simply search for your answer on this website.
IB Answers: Structure & Location

Director
School Services
(America)

IB Answers Manager
(Cardiff)

Communication, Training & Knowledgebase Specialist
(Cardiff)

Associate Managers (x 2)
(Cardiff)

IB Answers Administrators (x10)
(Cardiff)

Associate Manager
(Singapore)

IB Answers Administrators (x4)
(Singapore)
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IB Answers: How we operate

• Queries are received via email, phone or through the IB Answers website

• IB Answers Administrators answer the Tier 1 questions and provide a response to the stakeholder within 6 hours

• More complex (Tier 2) queries are forwarded to the relevant specialist department who respond within 72 hours

• IB Answers staff are experienced in cross-programme queries and global functions and have access to a detailed knowledgebase
Key Statistics – The first 6 months

On average IB Answers receives in the region of 10,000 queries per month

- 75% of queries were handled as Tier 1 by IB Answers staff
- 73% of the queries received were responded to within the 6-hour SLA
Stakeholder Profile

- DP coordinator
- Student/graduate
- Parent/guardian
- Teacher
- MYP coordinator

* Based on August 2011 data
Stakeholder Satisfaction*

How satisfied were you with the outcome of your enquiry?

74% were satisfied or very satisfied

How satisfied were you with the IB Answers team member that handled your enquiry?

78% were satisfied or very satisfied

How satisfied are you with the length of time it took for your enquiry to be resolved?

74% were satisfied or very satisfied

* Based on data April - August 2011
Stakeholder Satisfaction

In relation to your last experience with IB Answers, please rate your overall satisfaction with each of the following:

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<th>Dissatisfied</th>
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<td><strong>Friendliness of administrator</strong></td>
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Questions & Comments