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# Survey Application

Keeping up the quality

## Overview

Customer Service Representatives (CSRs) are many times the first impression your company makes with the customer. It is their job to be professional, courteous, and knowledgeable. Recording and monitoring can be a great tool in helping to develop a top notch call center, but what is the best way find out what the customer really thinks? InfinityCTI's Survey Application is the solution! In order to receive the most accurate feedback from the customer, the survey begins immediately following the call. The caller will hear a message similar to, *"If you would like to complete a short survey regarding the quality of service you received, please remain on the line."*

## FEATURES:

### Survey Application

Once the caller is greeted by the IVR system, InfinityCTI's IVR application prompts the caller through the short series of questions regarding the quality of service or support they had just received moments ago, while it's still very fresh in their mind; questions like, *"How knowledgeable was the CSR? Were all your questions answered or resolved to your satisfaction?"* The caller can also be allowed to leave a verbal comment if they wish, which can be reviewed through our reporting system. At the conclusion of the survey, the system logs the data to the database which can then be reviewed by authorized personnel via the web. We can also generate e-mail alerts to call center supervisors notifying them of unusually low/high ratings, etc

### Web Based Administration

A web based administration tool allows a survey administrator to create/modify surveys and survey data. This easy to use tool gives the administrator the option of skipping questions, disqualifying the caller, going to other questions based on a caller's response, and/or recording a response from a caller based on a callers response. This gives you the flexibility to design the survey your way. Multiple Survey's can be administered at the same time are only limited by the number of ports on your IR (If on-premises).

## Requirements

On Premises – Avaya IR and Avaya PBX/CM

Hosted by InfinityCTI – Avaya PBX/CM