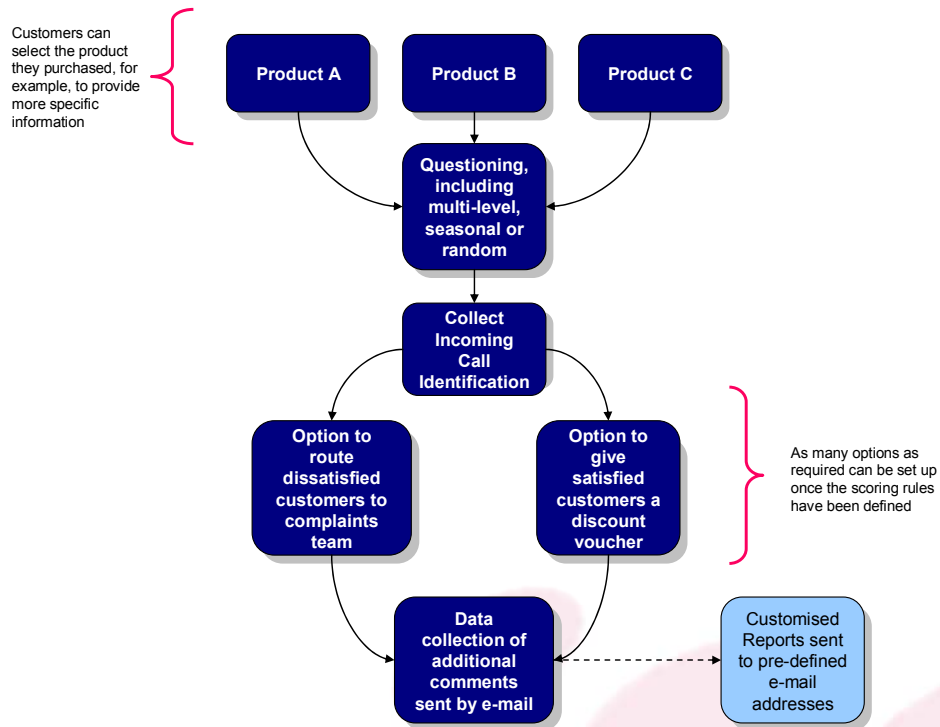


SATISFY Customer Satisfaction Survey

"Today's customers call the shots. They no longer have expectations - they have demands. And if you don't meet the demands, they will find another supplier that does"

Understanding customer requirements is vital for success. Understanding the customer's perception of their experience is vital for customer loyalty, increased spend and change management within your organisation. Customers who feedback are valuable and should be encouraged at every opportunity. Staff who fail to meet customer expectations must be identified and retrained.



SATISFY from Performance Telecom can help with all this. By implementing an automated solution, you provide your customers with a feedback channel 24 hours a day. Calls can be transferred to the automated survey, releasing an agent to take another call, or customers can be contacted and asked to use the system independently, at their convenience. Best of all, the questions can be scored and the results used to determine the outcome of the call, with customers unhappy with your service given an option to speak with a member of the complaints team or satisfied customers given a recommend a friend voucher, for example.

At Performance Telecom, we recognise the need to provide solutions tailored to your business. That is why we offer to design SATISFY exactly to your own requirements and continue to work with you to ensure your system is always up to date and effective. From a basic survey to an automated routing plan organised by product, we can meet all of your surveying and feedback needs.

INOVICA LTD REPORTS

SEARCH Dates From: DD MM YYYY to DD MM YYYY Skip Incomplete PRINT RESULTS EXPORT

Plan Name: All Call Scores: Min to Max GO

Date	Time	Plan Name	Question Scores					Total Score	Average Score	Status	File
01/04/2008	06:07	Plan Name 1	2	6	5	7	21	4.2	😊	✓	
01/04/2008	06:03	Plan Name 3	5	5	5	5	25	5	😊	✓	
01/04/2008	03:15	Plan Name 3	4	4	2	0	10	3.3	😊	Q3 GOLD140408140222.wav	

QUESTION AVERAGES: 3 4 4 3 4

TOTALS: Scored Calls: 3 Average Total Score: 19 Average Call Score: 4 Incomplete Calls: 1

Display 10 results per page

All call scores and recordings are accessed via a secure login on the internet. At a glance you can see an individual report, look at summaries and measure performance. All recordings and information can be downloaded and used as required to aid you in your search to improve service to your customers. Third party access is no problem, as extra logins can be supplied as required. Plan identification can create agent level or product level reporting to give you the information exactly as you want it.

Consider the advantages of SATISFY

Product Level Identification:	SATISFY can be designed to ask customers to identify the product they bought, even down to serial number level, making this ideal for warranty feedback.
Agent Identification:	Plans can be designed to allow agents to enter a PIN number before transferring customers to give you feedback for all agents, helping identification of training requirements
Variable Level Questioning:	SATISFY can have as many questions as you wish to ask your customers. The questions can be multi-level, allowing you to dig deeper if a top level question is answered in a pre-defined way.
Date Stamped Questions:	A monthly or annual plan can be set up to change the questions asked automatically, without the need to request, or pay for, further changes.
Random Questioning:	An unlimited database of questions can be set, and a selection asked on a random basis. This allows you to ask many questions of your customer base without individuals having to endure a long call.
Smart Routing:	Scoring is used on all questions. Using pre-defined scoring rules, we are able to route calls dynamically to allow dissatisfied customers to be actioned in a different way to those who express dissatisfaction.
Golden Customers:	SATISFY can be customised to ask different questions for existing customers or a specific group of customers as required. Variable questioning is a powerful way to receive the feedback that matters.
Detailed Management Reporting:	A range of reports is available including question responses, volume and duration of calls. We are even able to identify where customers hang up during the call to allow you to redesign the call flow if necessary. Daily reports can be automated and sent to any nominated e-mail addresses.
CLI Capture:	We capture the identification of the caller for your records and provide this within your reports.
Vexatious Caller Control:	SATISFY can include a database of numbers you wish to route differently or stop from calling at all, preventing misuse of the system.
24 hour access:	Complaints and compliments can be left at any time of the day or night. Smart routing can also give change questions at specified time periods.

SATISFY will help you increase your customer feedback, improve your customer experience and make a real difference to you bottom line. For a demonstration call:

0844 481 7880

Call us or visit our website to see the full range of bespoke designed advanced call handling products and services we offer.

