simplifying **feedback**

How it works:

- Transfer customers from live contact center to a short automated survey
- Customers can leave feedback on call experience
- Continually monitor your contact center Reps
- Use to create or refine call center training materials
- Alert supervisors immediately when a customer is dissatisfied

Benefits:

- Immediate transfer from live interview to survey
- Email alerts sent immediately when dissatisfied customer identified
- wav. files with customer comments included in email alerts
- Measure results at a Customer Service Representative level
- Higher response rates with immediate transfer
- Collect in-the-moment feedback and hear the Voice of the Customer