



DATA SHEET

Voice Survey

Build and Update Your Own Post Call IVR Surveys in Minutes

Do you really understand the needs and drives of your customers? One way to make sure you do is to ask them, using surveys customized for your specific needs and linked directly to your call center or IVR. Voice Survey captures feedback from customers about your company products and services. It is simple to design, test and publish surveys, and just as easy to analyze and measure the results in real-time.

Key Features:

- Multiple question types including yes/no, multiple choice & scale
- Ability to digitally record caller's comment/suggestions
- Unlimited questions
- Customers can respond 24/7
- Multiple languages supported
- Review of customer comments immediately via web based interface
- Modifications to the questionnaire can be made quickly
- Web based, mobile friendly design
- DNIS to survey routing
- Built-in reports with custom date ranges and the ability to export
- Per call metadata system
- Questionnaire scripting using a text-to-speech converter or by uploading a pre-recorded sound file
- Handles DTMF or Speech
- Used in single or multiple call centers

Key Benefits:

- Valuable customer feedback that improves operations and first call resolution rates
- Increases employee satisfaction with feedback surveys
- Immediate data collection, while customer experience is still fresh.
- Absolute uniformity in the presentation of questions
- Ability to identify problem areas quickly.
- Hear customer comments in their own voice
- Much higher response rates when compared to traditional methods.
- Improved customer satisfaction
- New training and processes from survey results
- Quick ROI
- VXML 2.0 and above
- Compliant with Cisco & Avaya's VoiceXML platforms

A Powerful, User Friendly Solution for:

- Customer satisfaction and opinion surveys
- Customer data collection
- Field service data collection
- Contests and promotions
- Employee feedback and Human Resource data collection
- Any issue requiring quick responses from a field of questions

NEW SURVEY

Survey Name & Description

Language: English

Name: [Text Field]

Description: [Text Area]

Text To Speech Preference: Force TTS, Ignore audio and only use TTS prompts

Next > Cancel

NEW SURVEY

Assign Questions

Operation	Question	Can Skip
[+]	Were you satisfied with the help you received today? Please respond by saying yes or no now.	<input type="checkbox"/>
[+]	My question or issue was resolved. Please respond now using the five point scale with five being agree.	<input type="checkbox"/>
[+]	The representative was knowledgeable about my policy. Please respond now using the five point scale with five being agree.	<input type="checkbox"/>

Back Next > Cancel

Available Questions New

NEW SURVEY

Call Termination

Termination Type: Hangup

Termination Value: [Text Field]

Back Finish ↓ Cancel

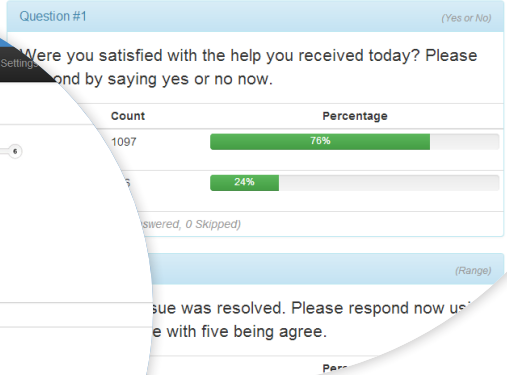
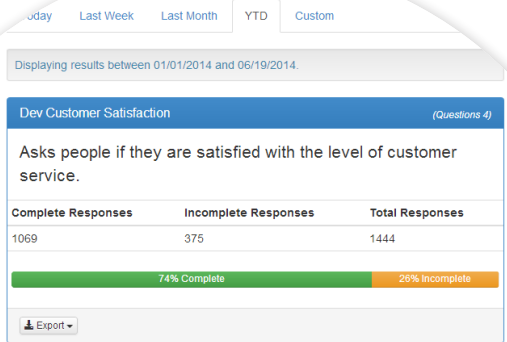
Simple step based approach to quickly and easily design a survey



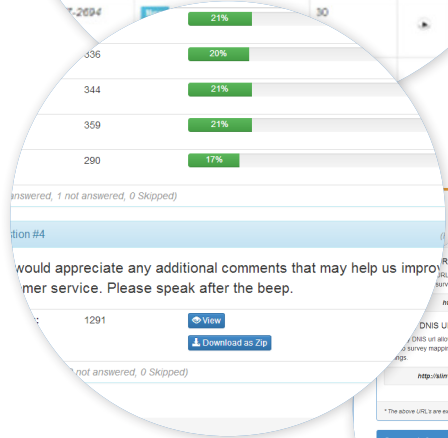
CISCO AVAYA

Compliant with Cisco & Avaya's
VoiceXML platforms

Call today to request a request a trial
or demonstration: 1.866.425.6600



Date	Time	Count
Jun 4, 2014	7:01 AM	106
Jun 4, 2014	7:15 AM	30
Jun 4, 2014	8:49 AM	44
Jun 4, 2014	10:03 AM	114
Jun 4, 2014	1:51 PM	45
Jun 4, 2014	3:45 PM	74
Jun 4, 2014	5:04 PM	10
Jun 4, 2014	5:04 PM	30



Survey Name	Survey ID #	Status	Call Count *
Customer Satisfaction	1	Enabled	1
Satisfaction	2	Disabled	1

- Intuitive GUI Design and Administration
- Get a quick snapshot of your data, filter by a specific date range, or export data to drill down deeper
- Review recorded messages quickly and easily directly on the Voice Survey interface
- Download recorded messages to your computer
- VXML client application

About Diagenix Corporation

Diagenix is an innovative voice application company with over 20 years of industry expertise and knowledge in providing packaged and custom voice applications, servers, tools, and hosted outsourcing services that enable companies of all sizes to quickly and efficiently provide anytime, anywhere access to information and transactions over the telephone.



For more information visit
www.diagenix.com/voicesurvey or call 1.866.425.6600