



CSAT:

- Multi-channel Surveys
- Auto SMS Surveys
- Post Call IVR Surveys
- Face-to-Face Surveys
- Live Wallboards
- Text Analytics

CONTACTONE

CUSTOMER SATISFACTION

Real-Time Multi-channel Customer Satisfaction from Contact One. Measure your customers' satisfaction across multiple channels. Monitor the voice of your customer (VoC) in real-time.

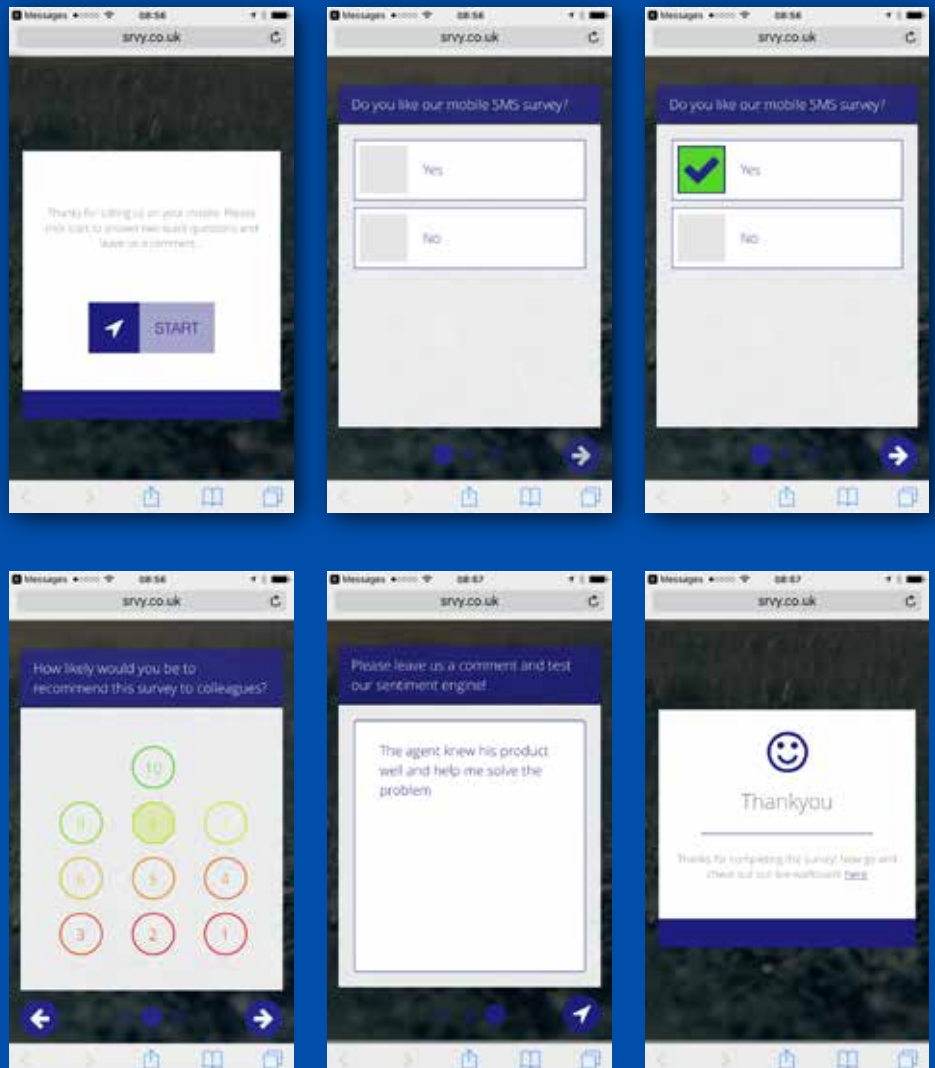
KEY FEATURES

Multi-channel surveys

Measure customer satisfaction across voice, email, live chat, social media, web, SMS and face-to-face channels through a single platform. Campaigns can be triggered post-interaction or through bulk send.

Auto SMS Surveys

Our auto SMS solution identifies all customer calls from a mobile phone number and can automatically send out an SMS survey request, post-interaction. This simple solution removes agent control and combats 'cherry picking'.



Post Call IVR Surveys

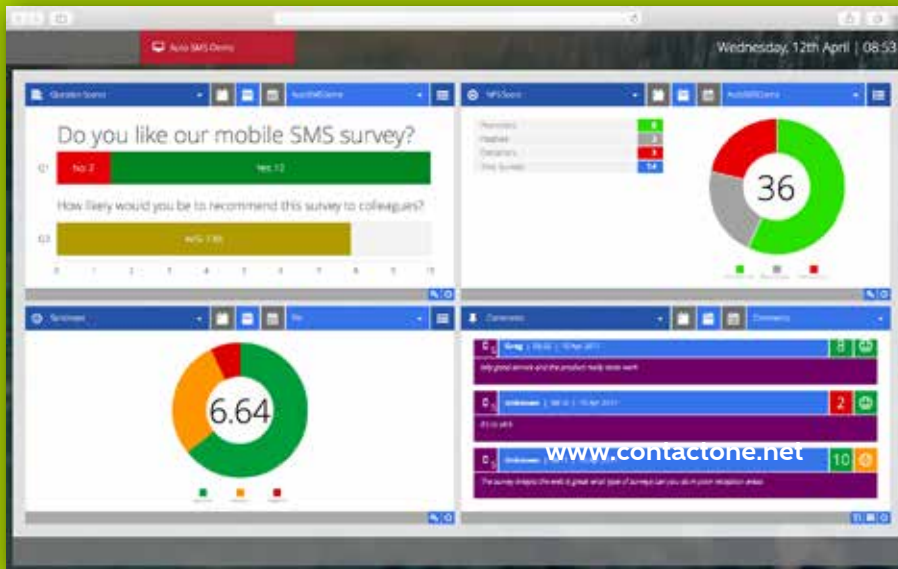
Customer calls can be transferred into an automated IVR survey, which asks a number of questions and captures verbatim comments. An agent desktop application helps track agent, customer and other related fields.

Face-to-Face Surveys

We can deliver bespoke face-to-face CSAT applications for any mobile device, tablet or kiosk. These solutions enable you to capture customer experience feedback directly from your customers, in-store or at any physical location.

Live Wallboard

All survey question scores and verbatim comments are delivered to our wallboards in real-time. A series of live views can be set up to monitor the Voice of your Customer (VoC), with over 20 different CSAT widgets available.



Text Analysis

For every verbatim comment, we use advanced NLP (Natural Language Processing) to automatically identify positive and negative comments. With keyword tables to identify complaints, agent praise and other key topics.

