



iAssist Call Survey Manager

FEATURES

Time of Operation

When creating any new survey, it is mandatory to configure the operation time. The application allows you to configure survey activation time as per for business hours.

Inbound and Outbound

Capability to configure and monitor surveys for both Inbound and Outbound campaign.

Question Bank

Ability to create question banks for each survey with question types and respective voice files. The question types are Yes or no, Choice, Number Input, and Date Input.

Multiple Surveys

Create multiple surveys for each business flow with the help of an easy-to-follow step-by-step wizard.

Ordering Questions

One place where agents can access information about the customer and handle calls simultaneously.

Dynamic Survey

Capability to configure dynamic survey that changes subsequent questions as per the answers provided for the previous questions.

Playing Other Messages

As a part of the survey, you can create a place holder to play Welcome and Promotional Messages. This increases the chances of up sell and cross sell products.

Customer Information

Collects customer information based on the unique ID assigned to the customer. This ID is marked against the survey attempted by the customer.

CTI Integration

Seamless integration with the CTI application to collect the agent information for which the agent survey is conducted.

Phrase Recording

Capability to record phrases of questions and answers that are uttered verbally. This is taken into consideration when the customer provides a detailed feedback

Questions with Multiple Answers

Capability to configure multiple answers for each question using DTMF.

Customer Messages

Capability to record customer messages for some of the open-ended questions. This helps to record some of the detailed messages.

Survey Upload

Upload the survey questions and answers instantaneously as they are completed into a secured database.

Features with CTI

In this version, CSM supports standard integration with Avaya Interaction Center (AIC) to capture the agent ID when an agent based call is initiated with CSM and the survey responses provided.

