PALITTO CONSULTING SERVICES

PCS After Call Survey
Drive Excellence with Caller Feedback

Product Summary

- Collect caller feedback to enhance customer service.
- Streamline caller responses with ASR (Automatic Speech Recognition) and Recorded Comments.
- Analyze survey results for agent training using summary and detailed reports.

Detail Description

- **Opt-In:** The system prompts callers with an option to participate in the after-call survey. The Opt-in choice is hidden from the agent.
- **Survey:** The agent clicks the "Call Complete" button to automatically transfer the caller to the survey. If either party prematurely terminates the call, the system immediately calls back and presents the survey.
- **Responses:** Callers complete the survey by speaking their selections using ASR (Automatic Speech Recognition) or touch-tone keypad entries. Responses are validated and stored in the survey database.
- **Reporting:** Reports are available within the PCS Reporting Portal, with the ability to view survey results by queue and agent.
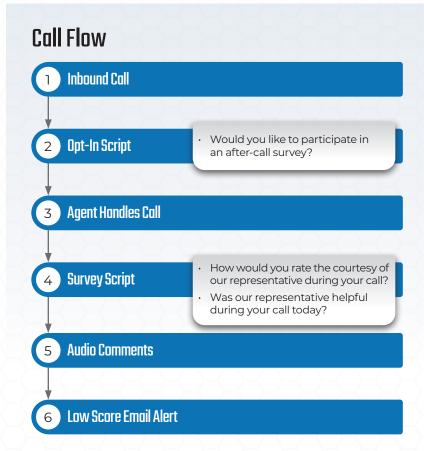
Product Requirements

- VoIP system API for dialing and receiving call events.
- Windows 2016 Server or greater.
- Feature options vary based on VoIP system. Contact us for details.

Product Enhancement Options

- **Email Alerts:** Email alerts are triggered when a survey response is below a threshold. The email recipients and thresholds are configurable.
- **Audio Comments:** Callers can leave Audio Comments at the end of the survey. Recording links are provided in the reporting interface.
- **Transcription:** Transcription of the Audio Comments is supported with Rev AI.
- **Multi Language Support:** Survey is presented in the language selected for the call.

Call Flow

1. **Inbound Call**

2. **Opt-In Script**
   - Would you like to participate in an after-call survey?

3. **Agent Handles Call**

4. **Survey Script**
   - How would you rate the courtesy of our representative during your call?
   - Was our representative helpful during your call today?

5. **Audio Comments**

6. **Low Score Email Alert**

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Contact PCS today to begin building your solution
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