

D A T A S H E E T



"...surveys are designed to be used nearly anywhere in call flow..."

TFB Post-call Survey provides convenient tools for measuring the performance of agents, gathering feedback from marketing campaigns, and *mining* a wide range of demographic and perception-focused information from your callers ...

How Post Call Survey Works

The survey system allows your staff to set up multiple choice, true/false, and numeric questions that callers reply to with touch tone keys. While this system is a valuable way to measure caller opinion of agent interaction, surveys are designed to be used nearly anywhere in call flow. Surveys can be configured uniquely depending on the needs of the department the caller is contacting. Callers to your help desk, for instance, can be offered a service-related survey, while callers to your sales department can be presented with questions focused on demographics. If you have long hold times for some departments, callers can be presented with a survey while waiting for an agent, without losing their place in queue.

Flexibility Put Your Managers in Control

The survey system allows your users to set up multiple choice, true/false, yes/no, and numeric questions. Bundled tools allow your supervisors to quickly and easily record survey questions from any extension on your phone system. Users create questions in a GUI interface, and by default the results are stored in an open database, accessible to your IT staff.

What Parameters can be Defined for Each Survey Question?

- Intro Message
- Prompt Message
- Question Description
- Maximum Timeout/Error Retries, number of seconds before timeout
- Action taken on max timeouts (transfer, hang-up, next question, etc.)
- Repeat Data to Caller? Also allow them to specify the repeat message. (i.e. *The birth date you entered was...*)

With no practical limits, users can create any number of surveys, with any number of questions, nearly anywhere in call flow.

What Types of Survey Question Can Be Defined?

Surveys can contain any combination of the available types of questions.

- Single Digit (0-9, * #), allows user to specify valid digits
- Yes/No Allows user to specify key for yes/no
- True/False Allows user to specify key for true/false
- Numeric Data Includes a data length range, optional lower and upper values
(i.e. *What percent of the time do you use automation? Or a zip code entry*)
- Date Values Optional upper and lower values
- Dollar Values Optional upper and lower values
- Time Values Optional upper and lower values

What About Customization?

TFB designs products recognizing that no two call centers have the same requirements. With flexible configuration, Post-Call Survey works right out of the box. Even so, many organizations can benefit from additional integration to their existing databases or other systems. That's why TFB builds integration hooks directly into applications, to streamline customization, whether your requirement is now, or one that arises after installation.

If your organization needs features not listed here, let your TFB representative know, and we'll work with you to add the additional functionality you require.

About Purchase

TFB sells through authorized dealers across North America. Post-Call Survey runs on TFB's CTI Server™ platform. Ask your dealer about TFB or call us toll free at 1-877-612-4832 for a dealer near you. TFB can put you in touch with one of hundreds of satisfied customers who have already experienced smooth installation and rapid ROI from TFB products.

About TFB

TFB offers packaged and custom solutions for NEC, Nortel, Mitel, and Avaya ACDs, providing software enhancements and features that are scaleable and open. Applications include agent tools and automated call handling for contact centers of any size, as well as targeted solutions for healthcare, hospitality, government, education, and nearly every industry. For more information, go to www.tfb.com.

TFB TECHNOLOGY
FOR BUSINESS
We open systems...