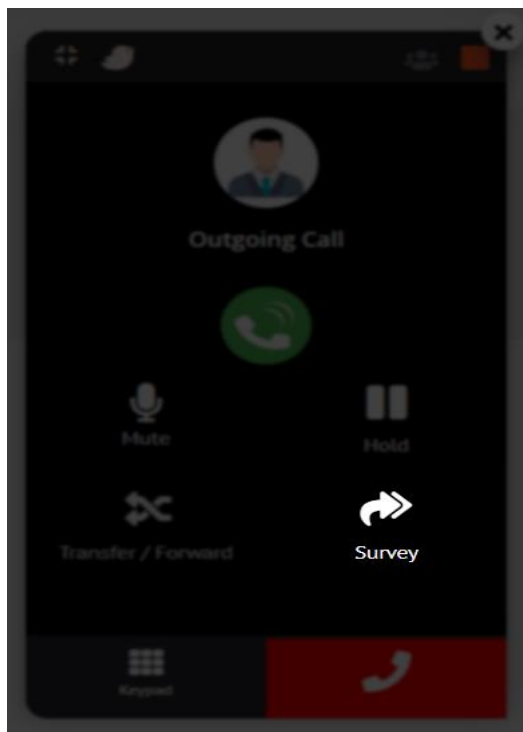


Customer After Call Survey

When the Agent/Admin requires a Customer Survey, he will after finishing the call click on Survey Button on the Dial Pad. There will be an IVR prompt to guide the Agent Rating. The caller can follow the instructions of the IVR prompt and act accordingly. The Rating can be generated as a report in Survey Report and can be downloaded from there.



Survey Report:

Survey report helps in generating Agents' Rating Report. When a call is made the Agent interacts with the customer. After the interaction, there will be an automatic IVR Prompt asking the caller to rate the Agent.

According to the skill of the Agent and the ability with which he solved the issue the customer will rate him. The IVR Prompt will automatically give the appropriate prompts and the caller can simply press the relevant button to rate the Agent. The whole process is an automated process and an automated report can be generated.

To generate **Survey Report**, you have to go to **Reports** menu and click on **Survey Report** sub menu. You will enter into the **Survey Report** page. In that page, you can select the agent from **Select Agent** and the caller from **Select Caller** and the **From Date** and **To Date** and click on **Generate Report**.

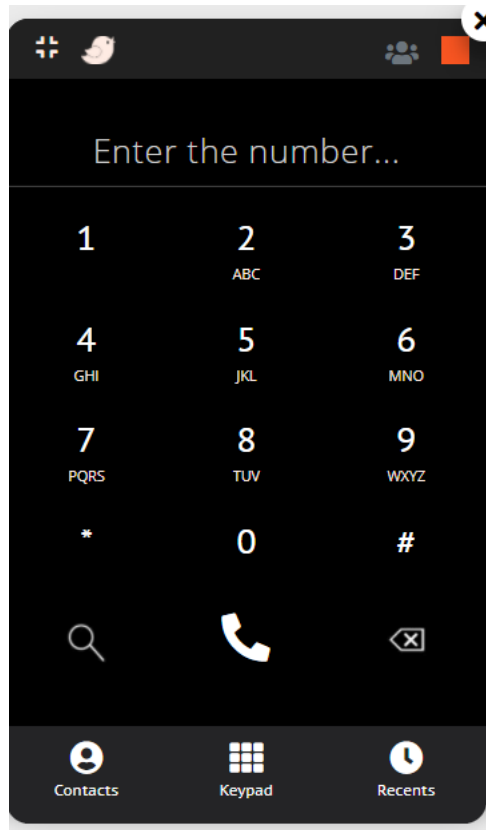
The Survey Report contains the **details about the Year, Month, Date and Time** of the call; the **Caller ID**; the customer's **Rating**, and the **Agent's Name**.

You can also search for reports in **Search Report**. Again, what you have to do is to go to **Reports** menu and click on **Survey Report** sub menu. You will enter into the **Survey Report** page. In that page, you can select the agent from **Select Agent** and the caller from **Select Caller** and the **From Date** and **To Date** and click on **Search Report**. The details about the **Year, Month, Date and Time** of the call; the **Caller ID**; the customer's **Rating**, and the **Agent's Name** will be displayed.

The Call History:

It displays the details such as the **Agent Name**, the **Caller ID**, the **Month and Year** of the call, the **Survey Name** and the **Login Date** and also the **time** of the call.

Dialler Pad:



Click on the **Contacts** icon to get to know about the details of the call. It will display the name of the Agent and the extension number.

If you click on the **Recent** icon the details about the recent calls made such as the name of the contact, the date and time during which the call was made, the call type (whether it is inbound or outbound call), the Caller ID and the extension number will be displayed.

Survey Summary:

To generate **Survey Summary Report**, go to **Reports** menu and click on **Survey Summary** sub menu. You will enter into **Survey Summary Report** page. Select the **From Date** and **To Date** and click on **Generate Report**. The details of the survey can be generated. The report will have the details such as the rating (Good, satisfactory, etc.), the total number of callers who rated and the percentage of the rating.

You can also do a quick search through **Search Report**. Select the **From Date** and **To Date** and click on **Search Report**.

Call History:

This provides the entire information about the Agent, the Caller ID, the month and year of the call and the Login details like date, month, year and the time of the call.