# SMS Survey

A product which gives companies direct feedback concerning customer satisfaction. By automating questionnaires on SMS immediately after the customer has been in contact with your company. Your company can obtain fresh information on how satisfied the customers are with your service.

Simple Administration

The service is administered via a simple website. The administrator can enter/alter the SMS texts, determine whether to activate a follow-up message, and activate notification to an e-mail address/URL. Add users to the black list and extract results and statistics.

Incoming call

SMS
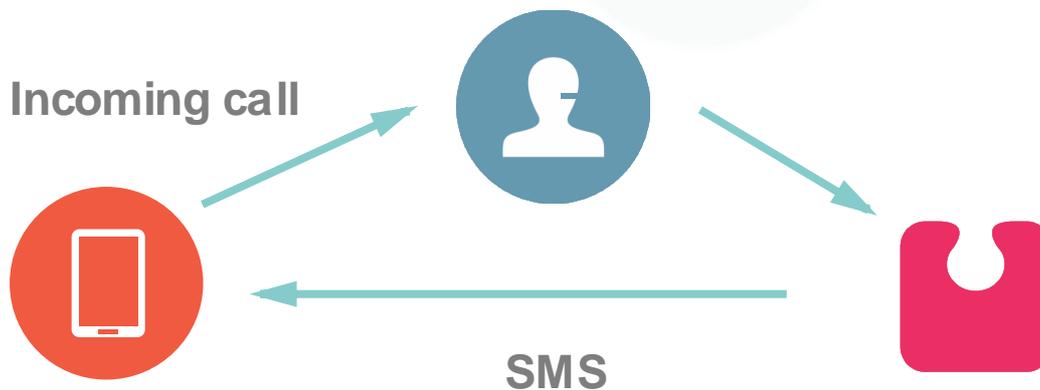
Usage

When a call is ended at the contact center, information concerning the call such as; agent, team and queue will be sent to the survey service. (the solution requires access to this data in order to send SMS messages to users as well as collecting metrics regarding the agent, team, service/queue and overall level). If the user calls from a mobile phone, the user will receive SMS after ending the call. The user will be asked to give a score on a scale from 1 to 6 or 0 to 10. The customer replies with preferred score.

If desired, an individual follow-up message can be configured per score. All results from the user survey is available via a web-based administration tool, and can be exported into Excel for further processing and reporting. Our SMS Survey is also compatible with your CRM system.

Results

All survey results are made available via the survey administration tool. The list can be searched by date, agent, queue and score. Export your results to Excel for further processing and preparation of reports. This enables your company to easily monitor the level of satisfaction of your customers.

Statistics

comprehensive statistics give you an overview of response rate, average per agent/queue/ and overall. Trend statistics showing how satisfied customers are over time. If you use score scale 0-10, NPS statistics are also available.

Do you have any questions about our messaging system?
Please contact us, and we will help you get started.

puzzel. Solving Customer Interactions