

## Real-Time Customer Satisfaction Measurement

### VOICE SURVEYS; A New low cost way to find out what they really think!

- High Sample Rates
- Capture 'Moment of Truth'
- Completely Automated
- Hear the Voice of the Customer
- Eliminates Interview Bias
- Graphical Real Time Reports
- Historic Trends
- 'Low Score' email alerting.

### Hosted Automated Surveys

**vSurvey**, the easy way to benchmark customer satisfaction. Once callers have completed their call with the agent they are diverted to participate in a short survey answering 4-5 questions, scoring their experience. Where low scores are entered they are invited to leave a verbatim message of explanation.

### Monthly Service Fee

No onsite technology, pay as you use.

### Instant Reporting

**vSurvey** Web Client allows managers to access survey data in real time, graphing the results and allowing easy export of the data for further analysis.

### Value of Verbatims!

The ability to replay and

download customer comments is invaluable. Managers can contact customers to recover a situation and by understanding the real issues take remedial action to improve processes.

### Survey Data

- Unique Reference No.
- Calling Line ID
- Time and Date
- Question Scores
- Recorded Comments
- Call Back Number



### SENTIENT ASP Platform

**Sentient Data Centre:** the SENTIENT ASP Platform is located in a secure, state-of-the-art data centre. Providing a flexible development environment, it enables rapid deployment of real-time, personalised, self-service access to data, applications and transactions through speech-recognition or touch-tone user interfaces.

**High Availability Service:** Sentient uses fault tolerant servers in a dual processor and power configuration together with RAID disk arrays. Key production servers are duplicated for seamless transfer of services in the event of a server failure. All components are hot swappable and monitored by the network operations centre guaranteeing very high service levels.

**Client Data Access:** SENTIENT offers multiple standard options for secure data retrieval and transmission. Where a service requires access to client data we can update using a secure link or scheduled uploads.

### SENTIENT CLIENTS

- Bank of Ireland
- Revenue
- Abtran
- Health Service Exec.
- Perlico
- Bord Gais
- Smart telecom