

QUALITY MANAGEMENT
For any organization that needs to
measure customer satisfaction

Post call telephone surveys

GC-9000

In light of recent changes to ISO 9000 standards, the need to monitor the level of customer satisfaction on behalf of those companies whose activity includes telephone assistance and support is growing considerably. Today more than ever, customer satisfaction is a key factor in the viability of any business, and the better the system used to gauge this satisfaction, the more reliable the results obtained will be, and consequently the easier the task of improving future service levels.

Traditionally, quality of service has been measured by questionnaires sent by letter or by e-mail, or telephone interviews carried out some time after the interaction with the customer took place. However, today the best way to measure customer satisfaction with the service received is by using brief phone surveys immediately after the call.

Find out first hand the quality
of service perceived by your
customers

GC-9000 automates the process of post-call telephone surveys and stores the subsequent results in Excel allowing for ease of handling by the customer. The system is made up of a hardware unit and application software which interacts with the PBX via the CTI channel.

At the end of each call the agent transfers the caller to the hardware unit which automatically plays a welcome message and then begins asking questions. The customer is able to respond to the survey questions one by one using DTMF codes, and all call data (extension, callers number, date and time), together with the answers to the survey are stored in an Excel file.



Main Features

- ⇒ Post call surveys
- ⇒ Results presented in Excel
- ⇒ Identification of the extension attending the call
- ⇒ Unlimited number of questions with answers via DTMF codes
- ⇒ Identification of calling party number
- ⇒ Between 2 and 24 surveys may be carried out simultaneously
- ⇒ Immediate handling of customer satisfaction

*Requirements: Available analog ports and CTI integration to PBX.
Server PC running Windows XP or higher.*

Added value solutions for PBXs of all capacities



Jusan S.A reserves the right to modify the above characteristics without prior notice

Jusan, S.A
Vivero, 5
28040 Madrid
tel: +34 914560110
www.jusan.es
© Jusan, 2010