



# Survey Automation

Our survey applications allow customers to measure the effectiveness of various campaign strategies and evaluate quality assurance or product feedback. Automated surveys are highly effective tools for the restaurant and retail industries. Surveys can be created with a variety of question types such as numeric ratings, yes/no, multiple choice and open-ended questions or comments. Our solutions allow for intelligent question branching based on the callers responses.

## Survey Automation

### Benefits:

- Increases Customer Satisfaction.
- Allows Management to identify Issues Quickly.
- Highly Configurable and Customizable Approach.
- Immediate Return On Investment (ROI).
- Web-based Reporting (centralized data warehouse).
- Inexpensive Tool for Customer Feedback.
- Tool to Measure Success.



### Sample Industries:

***Restaurant Chains***

***Automotive Industry***

***Call Centers***

***Retail***

***Banking***

***Healthcare***



# Survey Automation Reporting

We provide a full suite of real-time reports available 24/7 via our web site. Reporting is highly configurable and provides a wealth of critical information such as:

*Detailed Survey Results*  
*Survey Statistics*  
*Call Disposition*  
*Usage Detail*  
*Trend Analysis*  
*Customized Reports*  
*Listen or review customer comments*  
*Downloading results*



Contact Automation's Survey solution can be created specifically around your survey goals. We have the ability to use multiple levels of branching or simple 1-5 responses. We can use touch-tone or advanced speech recognition depending on your specific requirements. We can also assist in the user interface development to help provide a friendly efficient customer experience. Survey results can be provided immediately for your analysis purpose.

Let Contact Automation help you improve customer relationships, increase revenue, capture product feedback and reduce costs. Call us today or visit our web site for a free consultation.

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