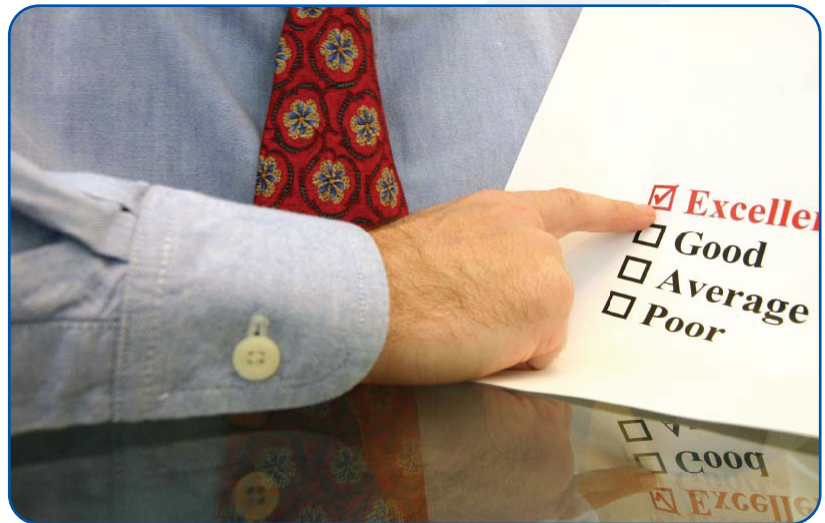


## Interactive Voice Response Solutions

# Survey IVR

**Prosodie Interactive survey application is an analytical solution which offers the vertical market a communication medium for which to gather quality of service (QoS) business intelligence.**

Through inbound on-demand Interactive Voice Response (IVR) and proactive automated outbound dialing your consumer or workforce feedback is collected and stored for QoS assessments.



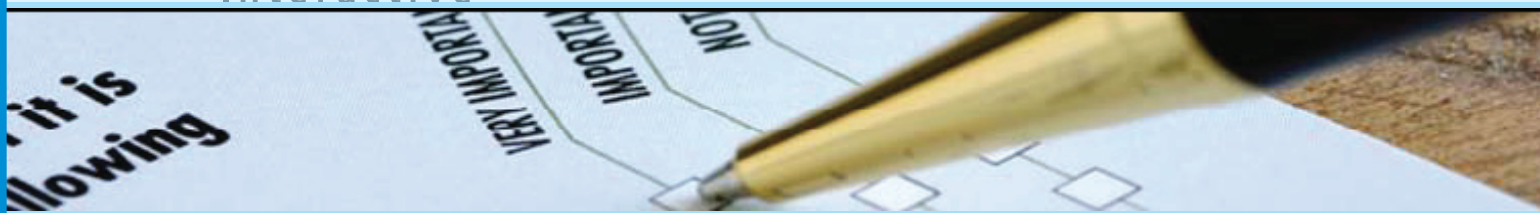
## Highlights

- A disconnected web-based survey will call a consumer back to complete the survey
- Inbound on-demand/Outbound proactive survey
- Record and collect comments
- Professional voice talents
- Recording transcription services
- Best practice professional services
- Data collection & real-time reporting
- Supports touch tone and speech recognition
- Implements a solution to reduce churn & improve quality of service
- Provides insight to customer's perceptions of your services
- Provides a completely integrated, hands free, automate, statistical data gathering solution
- Costs significantly less than human surveying
- Designed to provide unbiased results
- More effective than paper based surveys

With proactive surveying potential problems are addressed before they get worse. Prosodie Interactive automated surveys enable our clients the ability to implement a comments collection solution which provides feedback from customers subsequent to their experience. Whether the experience was positive or negative; proactive surveying permits our clients the ability to attain critical business intelligence while the occurrence is still fresh in the customer's mind.

The acquired data provides our clients valuable information to establish an action plan for improving service, training and coaching to exceed their customer's expectations. Prosodie Interactive real-time reports flag survey responses which require immediate action. These reports enable our clients the ability to improve QoS, and intercept unhappy customers.

With Prosodie Interactive as your business partner there is no investing on in-house resources and technology. Prosodie Interactive provides the expertise, security and cutting edge technology to service you via a hosted/managed environment. We offer a reliable 24/7 fully redundant network, as well as a highly trained professional services organization. Our expertise and best practice methodologies provide you with proven results from high participation, low bias surveys at significantly lower costs than human surveying.



## Interactive Voice Response Solutions

# Survey IVR

IVR surveys and proactive comments collection are great tools for improving: brand image, overall quality of service, and reducing churn. Surveying solutions are ideal across many industries such as: contact center, hospitality, restaurants, service providers, health care and many more.

## Features

- Multi-model
- Professional voice talents
- Recorded comments collection
- Recording transcription services
- Best practice professional services
- Data collection and real-time reporting
- Supports touch tone and speech recognition
- Inbound on-demand or Outbound proactive surveys
- Web-based surveys will telephone the consumers if the survey becomes disconnected

## Benefits

- Implements a solution to reduce churn & improve quality of service
- Provides insight to your customer's perceptions of your services
- Provides a completely integrated, hands free, automate, statistical data gathering solution
- Costs significantly less than human surveying
- Designed to provide unbiased results
- More effective than paper based surveys

## Industry Applications

**Telephone and Cable Service Providers**  
Monitor the performance of the call center Customer Service Representative (CSR), and the road technician's quality of service through proactive surveys. Through business rules integration and automated dialing the service provider is able to perform follow-up surveys to customers who have interacted with representatives. Business intelligence is gathered to aid the service provider in training, quality of service and brand image.

**Hospitality and Cruise Industry** perform experience surveys to gather information pertaining to a customer's visit or voyage. After room check-out or upon completion of an excursion the Prosodie Interactive proactive survey application calls the visitors or passengers requesting participation in a quality of service survey. Calls are generally conducted within 48 hours post experience, while the experience is still fresh in the customer's mind. As an incentive for participation customers are offered discounts on their next nights stay or journey. Data is collected to improve standards.

**Restaurants** are provided with a toll free phone number which is printed on all customer receipts. Patrons may access the on-demand service to provide input on the quality of food, service, appearance or any information the restaurant wants to attain. As an incentive for participation customers receive discounts on their next visit.



Contact Us Today!

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