

PCS - Post Call Survey

Evolve IP's Post Call Survey is an post-interaction Survey used by Contact Centers at the end of voice interaction with an agent. Surveys are fully integrated with Evolve Contact Suite and Call Center solutions and provide customers with an automated process to receive immediate customer feedback about the call center experience.

 SMS Surveys are available if the Caller disconnects early or forgets to complete the Survey.

Post Call Surveys will be delivered to customers in a custom script environment or with pre-recorded messaging that will be provisioned against a customer account.

PCS has an excellent return on investment from savings that occur by automation, quality assurance, and customer and employee satisfaction.



Evolve IP's Post Call Survey is a survey used by contact centers at the end of voice interaction with an agent. It is fully integrated with Evolve IP's HPBX Contact Center solution, via AMP (formerly CASA) framework, and provides Evolve IP customers with an automated process to receive immediate customer feedback about the call center experience. Post Call Surveys will be delivered to customers in a custom script environment or with pre-recorded messaging that will be provisioned against a customer account.

Customers can choose questions types including Open-ended, Yes / No, True / False, Scale.

Contact Support or your Client Relationship Manager to order Post Call Survey.

Sample Report

Reporting includes:

- Call-ID: Unique identifier
- Time/Dates: of when call began/ended
- PCS-OPT-IN: explains if caller accepted Survey Offer
- Survey-Start: explains if caller started survey. Will be null if they did not accept Survey Offer
- Survey Question responses will vary based on your survey
- Agent-ID: unique login for each agent so you can tie survey results back to specific agent

	A	B	C	D	E	F	G	H	I	J	K	
1	Call ID	Start Time	End Time	From	To	PCS-OPT-IN	surveyStart	Question1	Question2	surveyEnd	agentId	
2	CASA-CAS10-20210131013344.640-f094-PCS	1/31/2021 1:33	1/31/2021 1:34	xxxxxxxxxx	xxxxxxxxxx	TRUE	TRUE	9	5	TRUE	610.555.1212.1234	
3	CASA-CAS10-20210131024759.443-f095-PCS	1/31/2021 2:47	1/31/2021 2:48	xxxxxxxxxx	xxxxxxxxxx	FALSE						
4	CASA-CAS9-20210131052601.626-4324-PCS	1/31/2021 5:26	1/31/2021 5:26	xxxxxxxxxx	xxxxxxxxxx	FALSE						
5	CASA-CAS9-20210131062143.778-4326-PCS	1/31/2021 6:21	1/31/2021 6:22	xxxxxxxxxx	xxxxxxxxxx	TRUE	FALSE					
6	CASA-CAS10-20210131064242.060-f097-PCS	1/31/2021 6:42	1/31/2021 6:42	xxxxxxxxxx	xxxxxxxxxx	TRUE	TRUE	9	5	FALSE	610.555.1212.1234	
7												
8												
9												
10												



Sample report: