



Enhance Your Customer Experience

CSAT

Customer Satisfaction Surveys



Give Your Customers a Voice.

Right now, do you know if your customers

- Were happy with the recent delivery of your goods and services?
- Received appropriate help from your support team?
- Were satisfied that your product met their expectations?

If you don't know, how can you build trust and loyalty with your customers so they will continue doing business with you? The answer is simple...**Give them a voice!**



NuVoxx On-Demand Telephone Customer Satisfaction (CSAT) Survey Service

Capture valuable, first hand feedback from your customers and clients after every interaction to improve customer retention, maximize long-term loyalty and minimize customer churn. Use our affordable CSAT "pay as you go" service to :

- Identify areas of success and challenges in your business.
- Respond proactively to real time dissatisfied customer feedback and take immediate action to resolve serious complaints.
- Track your organization's Net Promoter Score (NPS).
- Improve performance management by comparing and measuring feedback on different service teams.
- Track and analyze specific data to recognize top performers and help under-performers succeed.

Top Five Reasons to use the NuVoxx CSAT Survey

- 1** Easy and affordable, NuVoxx CSAT **costs 75% less** than traditional survey methods (live agent and direct mail) with no in-house technology or upfront investment.
- 2** **Save significant time and money** using our NuVoxx automated voice service solution.
- 3** **Get more surveys for your money** and capture up to five times more responses than traditional methods.
- 4** Get **fast results** and customer feedback via secure access to online reporting.
- 5** **"Pay as you Go"** is an economical per minute pricing based on 6 second intervals. No contracts or long term commitments needed.

Trigger Surveys With These Methods:



Outbound CSAT Survey

Follow up on any or all service interactions with customers with touch tone or voice message responses.



Inbound CSAT Survey

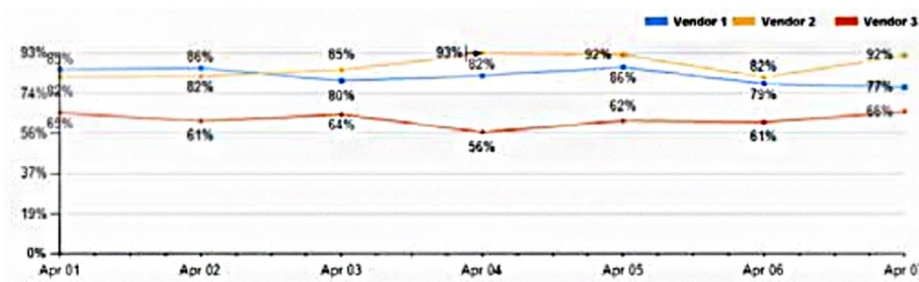
Provide a toll-free customer survey number for your customers to call in to at their convenience



Transferred CSAT Survey

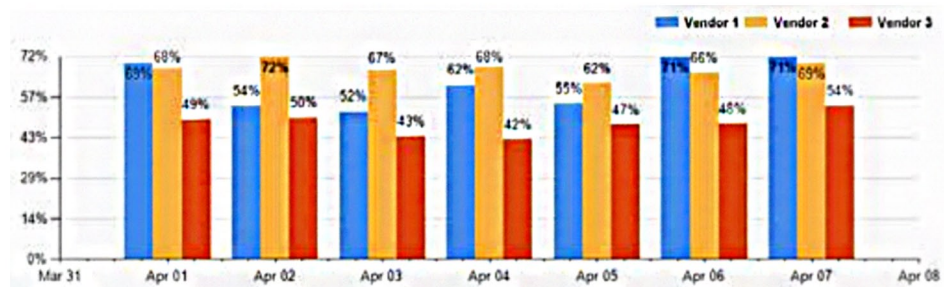
For instant customer feedback following interactions with your contact centre, transfer to a survey at the end of the call.

Review Crucial Reports Weekly



FCR
First Call
Resolution

CSAT
Customer
Satisfaction Survey



We Provide Full Service Support

- Robust IVR (integrated voice response) service technology
- Professional scripting and recording of customer satisfaction surveys
- Transcripts of recorded surveys for easy management review
- Flexible pay as you go pricing – send as many or as few calls as you want!
- Detailed online reporting with wav files attached
- Easy set up in less than one week

NuVoxx
100%
UPTIME
Guaranteed.