

How to manage Postcall Survey Configuration

Survey Number

Survey Number List

The system supports multi surveys. Create a new survey to start using the PCS(Postcall Survey) report

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Home > Configuration > Postcall Survey > Survey Number

Survey Number List

Add Survey Number

Survey Number	Survey Name	Survey VDN	DNIS Using	Date Updated
1	Survey Auto	222222		05/09/2023 14:35:23
2	PKI Survey1	21777		04/26/2023 17:55:36
401	Survey 1	20401	20081, 20209	05/08/2023 15:44:01
402	Survey 2	20402	20082	05/08/2023 17:59:56
14567	Survey name	20400	test	05/08/2023 10:02:13
1234567890	1234567890	30666		04/27/2023 16:05:54

1

20

items per page

1 - 6 of 6 items

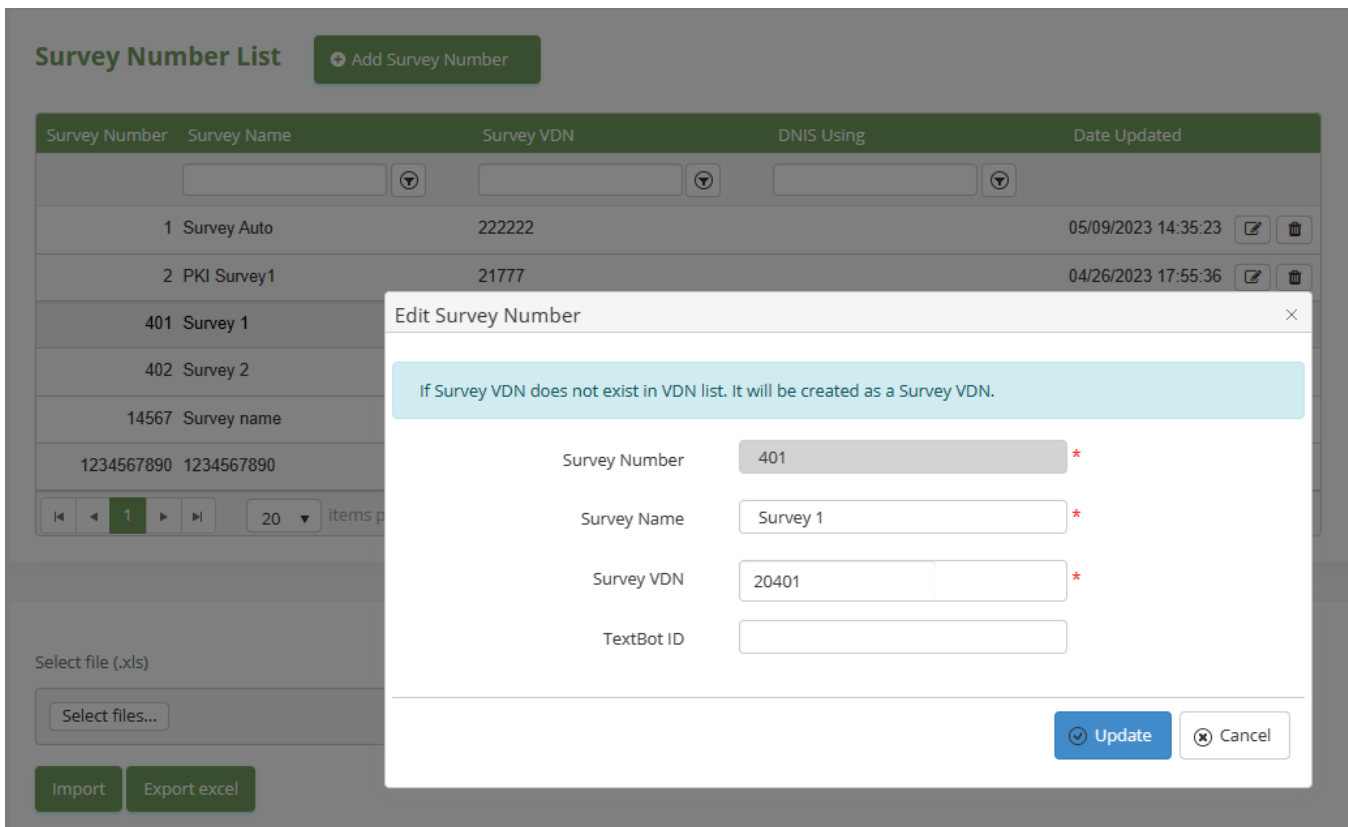
Select file (.xls)

Select files...

ImportExport excel

Survey Number Detail:

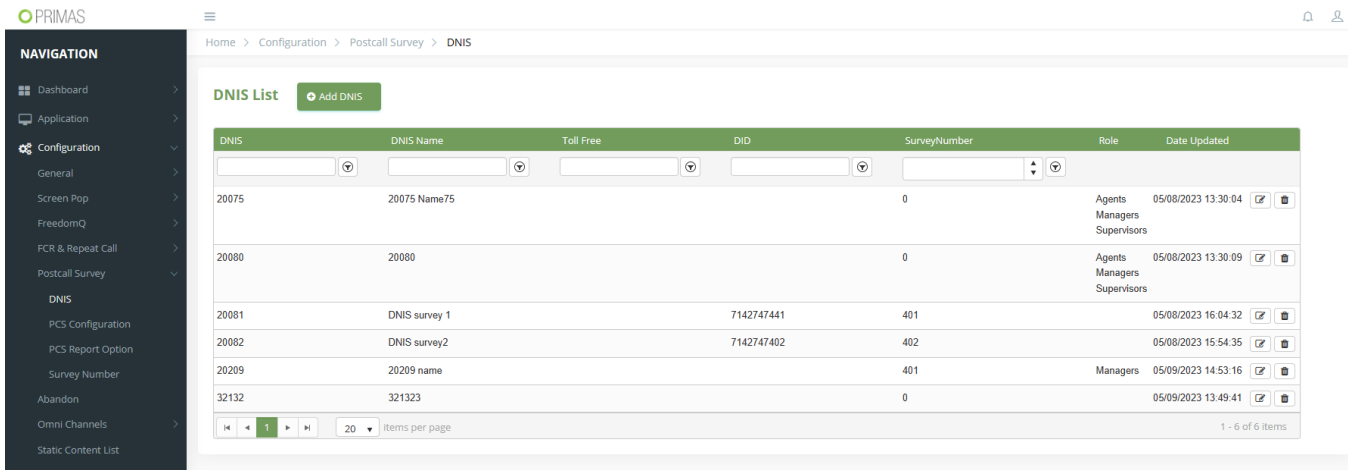
- Survey Number: is the identity of the survey
- Survey Name
- Survey VDN: is used for auto survey when the agent ends the call first, the caller will be transferred to the survey app by Survey VDN
- TextBotID: is user for SMS survey



Manage DNIS for Survey

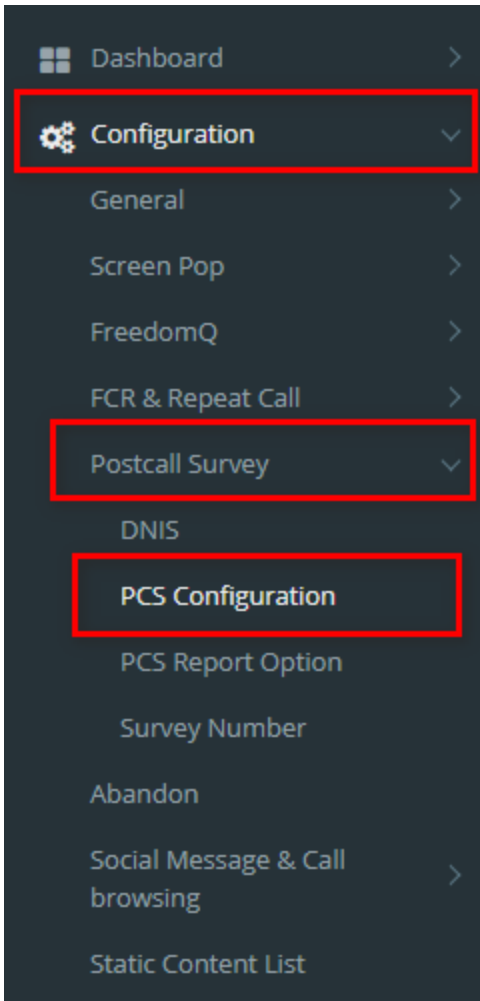
Select Survey Number for DNIS, all the inbound calls from the DNIS will use the survey that is selected for it

- DID: is used as Caller ID number when the system makes the survey callback/survey by SMS
- Survey Number: able to use the different survey for each DNIS



Manage PostCall Survey Configuration

1. Login Web app and go to menu **Configuration ? Postcall Survey ? PCS Configuration**



2. At **Survey Configuration** page, enter all your information. Then, click "**Save Configuration**" button.

- Post Call Survey Features:
 - 0 - None: Not proceed survey data and survey callback
 - 1 - Report Only: Proceed survey data but no survey callback
 - 2 - Do Post Call Survey and Report: Proceed survey data and survey callback
- Survey ASAP: Do survey callback for all inbound calls that the agent answered
- Survey After Call Ended: For sample, the system will make survey callback after the inbound call ended in 60 seconds.
- Minimum Call Duration For Survey: Do survey callback for the calls which match the minimum talking time to the agent.
- Post Chat Survey: Proceed Post Chat Survey
- Post Email Survey: Proceed Post Email Survey

PRIMAS

Home > Configuration > Postcall Survey > PCS Configuration

Survey configuration

Post Call Survey Features: 2 - Do Post Call Survey and R... ▼

Survey ASAP: ☒

Survey After Call Ended: 60 ▲ ▼ second(s) *

Minimum Call Duration For Survey: 30 ▲ ▼ second(s) *

Post Chat Survey: ☐

Post Email Survey: ☐

Save Configuration



Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)