

# How to manage multiple Post Call Surveys

## Multiple Surveys

### Overview

User can use different surveys for different DNIS and set role for the Post Call Survey reports

### User guide for a new survey

#### User follows the steps:

+ At **Configuration/Postcall Survey/Survey Number** menu on Web App, create a new Survey Number and Survey VDN

The screenshot shows the PRIMAS web application interface. On the left is a dark navigation sidebar with the PRIMAS logo at the top. The sidebar menu includes: Dashboard, Application, Configuration (expanded), General, Screen Pop, FreedomQ, FCR & Repeat Call, Postcall Survey (expanded), DNIS, PCS Configuration, PCS Report Option, Survey Number (selected), Abandon, Omni Channels, Static Content List, and Contact Report. The main content area has a breadcrumb trail: Home > Configuration > Postcall Survey > Survey Number. Below the breadcrumb is a green header for 'Survey Number List' with an 'Add Survey Number' button. A table lists survey entries with columns: Survey Number, Survey Name, Survey VDN, DNIS Using, TextBot ID, and Date Updated. The table contains four rows of data. At the bottom of the table is a pagination control showing '1' of 4 items, '20' items per page, and '1 - 4 of 4 items'. Below the table is a file upload section labeled 'Select file (.xls)'.

Survey Number	Survey Name	Survey VDN	DNIS Using	TextBot ID	Date Updated
1	Survey Auto	20400			05/10/2023 15:31:17
2	PKI Survey1	21777			04/26/2023 17:55:36
401	Survey 1	20401	20081, 20209	survey	05/10/2023 17:43:59
402	Survey 2	20402	20082	survey_1	05/10/2023 17:44:08

#### Survey Number Detail:

- Survey Number: is the identity of the survey, the Survey Number could be the same as Survey VDN for easy use. If the user wants to stop the survey for the DNIS then set Survey Number is 0
- Survey Name
- Survey VDN: the caller will be transferred to the survey app by Survey VDN
- TextBotID: is used for surveys by Text Message, Primas will fill it.

+ Route the Survey VDN to the Survey Application(AFS20)

+ Set DID and Survey Number for DNIS

NAVIGATION

- Dashboard
- Application
- Configuration
  - General
  - Screen Pop
  - FreedomQ
  - FCR & Repeat Call
  - Postcall Survey
    - DNIS**
    - PCS Configuration
    - PCS Report Option
    - Survey Number
    - Abandon
  - Omni Channels
  - Static Content List
  - Contact Report

Home > Configuration > Postcall Survey > DNIS

DNIS List

Add DNIS

DNIS	DNIS Name	Toll Free	DID	SurveyNumber	Role	Date Updated
20075	20075 Name75			0		05/11/2023 13:21:38
20080	20080			1	Agents	05/11/2023 13:55:11
20081	DNIS survey 1		2065207730	401		05/11/2023 13:24:15
20082	DNIS survey2		2065621001	402		05/11/2023 13:31:25
20209	20209 name			401		05/11/2023 13:22:25

1

20 items per page

1 - 5 of 5 items

- DID: is used as Caller ID number when the system makes callback for survey or survey by SMS. If it is not set, the Contact Center Default Number (2065205000) will be used
- Survey Number: is used in case of callback, after the customer answers the post-call survey, the system will transfer the call to Survey VDN of Survey Number and the customer will hit the Survey App

+ Provide new Survey questions and Text Message info for survey by Text Message

+ To stop all Post Call Survey processes, select "0 - None" for Post Call Survey Features

NAVIGATION

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    - Survey Number
    - Abandon
    - Omni Channels

Home > Configuration > Postcall Survey > PCS Configuration

Survey configuration

Post Call Survey Features

Survey ASAP

Survey After Call Ended

Minimum Call Duration For Survey

Post Chat Survey

Post Email Survey

Save Configuration

0 - None

0 - None

1 - Report only

2 - Do Post Call Survey and Report

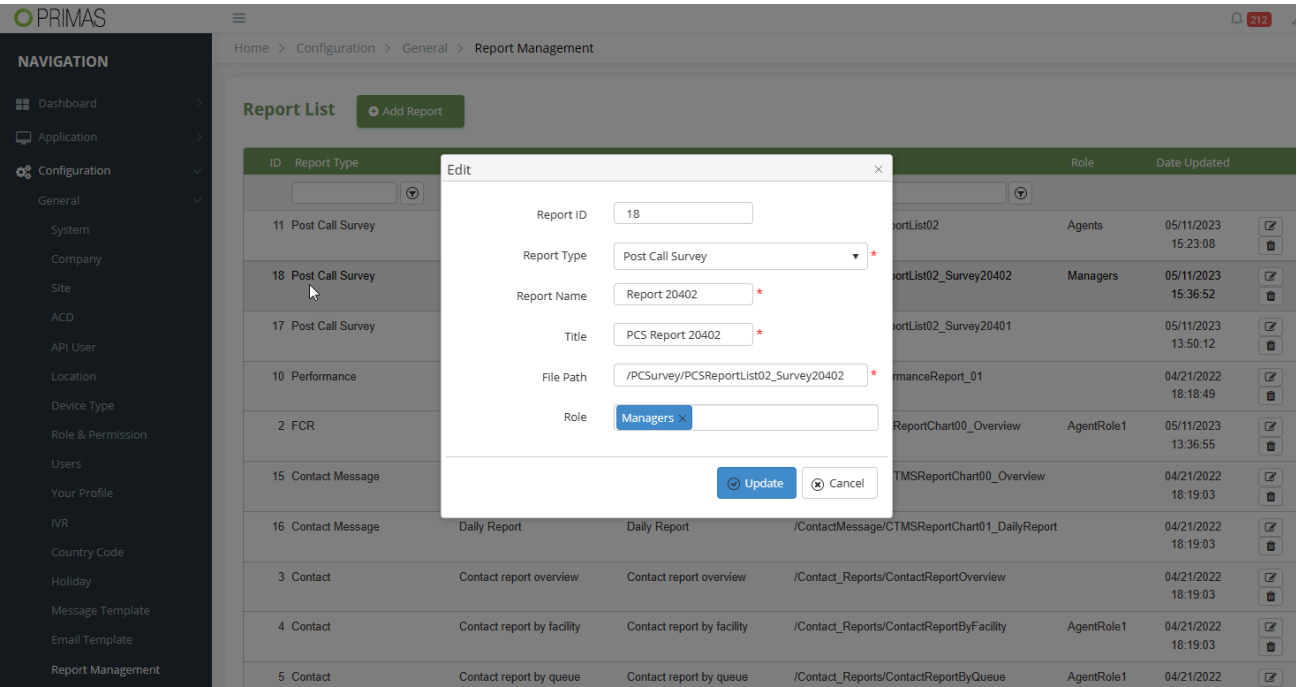
5

second(s)

## Primas steps:

+ Build a new Survey application based on Survey questions: include survey by phone call and SMS

- + Build a new PCS report: display raw data or other formats that user approved
- + Add a new report item at **Configuration/General/Report Management** and User can change the role there



- + Check the new report at **Report/Post Call Survey**

