# 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

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NAVIGATION	Home > Configuration > Pos	stcall Survey > Survey	Number			
Dashboard >	Survey Number List	• Add Survey Numbe	r			
Application >						
😋 Configuration 🗸 🗸	Survey Survey Name Number	Survey VDN	DNIS Using	TextBot ID	Date Updated	
General >	$\bigcirc$	$\bigcirc$				
Screen Pop >	1 Survey Auto	20400			05/10/2023	
FreedomQ >					15:31:17	
FCR & Repeat Call >	2 PKI Survey1	21777			04/26/2023	
Postcall Survey 🗸 🗸					17:55:36	
DNIS	401 Survey 1	20401	20081, 20209	survey	05/10/2023	
PCS Configuration					17:43:59	
PCS Report Option	402 Survey 2	20402	20082	survey_1	05/10/2023 17:44:08	
Survey Number	H 4 1 F H 20	✓ items per page			1 - 4 of	4 items
Abandon						6
Omni Channels >						
Static Content List						
Contact Report	Select file (.xls)					

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

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NAVIGATION	Home	> Configu	ration > Postcal	Il Survey > DNIS					
Dashboard	> DNI	S List	Add DNIS Add DNIS Add DNIS						
Application	>								
🚓 Configuration			DNIS Name	Toll Free	DID	SurveyNumber	Role	Date Updated	
General		•	•	•	•	* •			
Screen Pop	>		20075 Namo75			0		05(11/2022	
FreedomQ	>	5	20075148111875			U		13:21:38	
FCR & Repeat Call	> 2008	D	20080			1	Agents	05/11/2023	
Postcall Survey	~							13:55:11	
DNIS	2008	1	DNIS survey 1		2065207730	401		05/11/2023	
PCS Configuration								13.24.15	
PCS Report Option	2008	2	DNIS survey2		2065621001	402		05/11/2023 13:31:25	
Survey Number	2020	9	20209 name			401		05/11/2023	
Abandon	2020	-	Loco namo			-101		13:22:25	
Omni Channels	>	∢ 1 ▶	▶ 20 ▼	items per page				1 - 5 of 5	items
Static Content List									
Contact Report									

- 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

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NAVIGATION	Home > Configuration > Postcall Survey > PCS Configuration
Dashboard >	Survey configuration
Application >	
🚓 Configuration 🗸 🗸	Post Call Survey Features 0 - None 🔻
General >	Survey ASAP
Screen Pop >	Survey After Call Ended 2 - Do Post Call Survey *
FreedomQ >	and Report
FCR & Repeat Call >	Minimum Call Duration For Survey 5 🛓
Postcall Survey 🗸 🗸	second(s)
DNIS	· · · · · · · · · · · · · · · · · · ·
PCS Configuration	Post Chat Survey
PCS Report Option	· · · · · · · · · · · · · · · · · · ·
Survey Number	Post Email Survey
Abandon	Save Configuration
Omni Channels >	

#### 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

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NAVIGATION		al > Report Management						
N/WIG/HIGH								
E Dashboard	Report List • Add Report	t						
Application								
🚓 Configuration 🗸 🗸	ID Report Type	Edit		×		Role	Date Updated	
General 🗸 🗸	$\bigcirc$				$\odot$			
System	11 Post Call Survey	Report ID	18		portList02	Agents	05/11/2023	Ø
Company		Report Type	Post Call Survey	*			15:23:08	
Site	18 Post Call Survey	Report Name	Report 20402 *		oortList02_Survey20402	Managers	05/11/2023	
ACD	17. Post Call Suprov	Report Name			vorthint02_Suprov20401		05/11/2022	
API User	17 Post Call Survey	Title	PCS Report 20402 *		JontElStoz_Survey20401		13:50:12	
Location	10 Performance	File Path	/PCSurvey/PCSReportList02	_Survey20402 *	rmanceReport_01		04/21/2022	Ø
Device Type							18:18:49	
Role & Permission	2 FCR	Role	Managers ×		ReportChart00_Overview	AgentRole1	05/11/2023	Ø
Users							13.30.55	
Your Profile	15 Contact Message		⊙ Upda	ate 🛞 Cancel	TMSReportChart00_Overview		04/21/2022 18:19:03	
IVR	16 Contact Message	Daily Report	Daily Report	/ContactMessage/	CTMSReportChart01 DailyReport	t	04/21/2022	R
Country Code	, i i i i i i i i i i i i i i i i i i i			J	, .		18:19:03	
Holiday	3 Contact	Contact report overview	Contact report overview	/Contact_Reports/	ContactReportOverview		04/21/2022	Ø
Message Template							18:19:03	
Email Template	4 Contact	Contact report by facility	Contact report by facility	/Contact_Reports/	ContactReportByFacility	AgentRole1	04/21/2022 18:19:03	
Report Management	5 Contact	Contact report by queue	Contact report by queue	/Contact_Reports/	ContactReportByQueue	AgentRole1	04/21/2022	r

#### + Check the new report at Report/Post Call Survey

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NAVIGATION	Home > Report > Post Call Survey									
🔡 Dashboard >										
Application >	Survey Re	eport								
🚓 Configuration		Report Type	PCS Report 20402	ſm	•					
Report FreedomQ	From Date	5/4/2023	Select report PCS Report 20401 Survey Detailed Repor	t	5/12/2023					
FCR >	Agent	No Filter	PCS Report 20402		No Filter		~			
Abandon	Skillset	No Filter	~	Exclude Selected Skil	isets 🔿 True 💿 False					
Contact Report	Score less than o	r equals 5	~	ToTime	2359					
CDR Report	FromTime	0000								
Post Call Survey		1 of 1 >	DI ()	Page Width  ✓	日~日		Find Next			
IVR Report										
System	Repor	t 20402								
Biagnostic >	Call Dot	ail by Agont fr	$m 05/04/20^{\circ}$	23 to 05/12/20	23					
- Biognostic ,	Call Dec	an by Agent in	0111 03/04/202	25 (0 05/12/20	25					
	Question 1 Was your call answered in a reasonable period of time? Press 1 for yes, press 2 for no.									
	Question 2 Ux it take more than one call to resolve your concern? Press 1 for yes, press 2 for no.									
	Outstine 4 Was our phone representative colling and confessional on the call today? These 4 him two									
Question 5 Did we experience any technology or sound quality issues while on your call today? Press 1 for yes, press 2 for no.										
	No. D	Date Call ID	) DNIS	Caller ID Call Start	Agent ID	Agent Name	Q1 Q2	Q3 Q4	Q5	
	1 5/1	0/2023 0999912496168	3717615 20082	1657300664 18:21:49	50017 Supe	er Girl1	Yes Yes	Yes		