



Questionnaire Builder

Measuring customer opinion at a fraction of the cost

What does it do?

Part of IVVO product set, Questionnaire Builder is a speech application that enables contact centres of any size to quickly create and deploy automated post-call or stand-alone surveys and questionnaires to capture valuable customer opinion.

*Can also be integrated onto an inbound call

Features

- Pre-defined templates - linear style questions to fully conditional prompts
- Captures yes/no, number rating & customer questions
- Capacity for multiple questionnaires
- Facility to capture 'free-form' comments (delivered as recorded .WAV files)
- Easy administration facility via a web based Control Centre which allows your staff to make real time changes, efficiently monitor performance and maintain all aspects of the speech applications



HOW WILL IT BENEFIT MY CONTACT CENTRE?



- Lower cost and far broader results (greater reach/value) for the same marketing spend
- Delivers improved response rates against other mediums
- Provides a fully proactive solution at a fraction of the cost of live agents
- Creates a personalised and friendly extension to customer services
- Frees contact centre agents to focus on other customer service queries
- Internal users are empowered with a simple, flexible web management console



HOW WILL MY CUSTOMERS BENEFIT?



- Customers have a channel to give feedback to the business
- Consistent & fully-branded professional user interface
- Reduced waiting time for call to get answered
- Quicker navigation of menus
- Single contact number for all queries
- Direct calls to the correct area of the organisation to deal with their query

"We selected SpeechStorm's Questionnaire Builder because it offered us optimum flexibility by providing complete self management capabilities which help keep our costs to a minimum. This self-management approach demonstrates considerable reductions in TCO compare to other solutions we researched. Staff members are now able to focus full time on delivering excellent customer service."

Alan Whisker, Customer Service Development Manager, Stirling Council

Customers already benefiting from 100% self-service applications include:





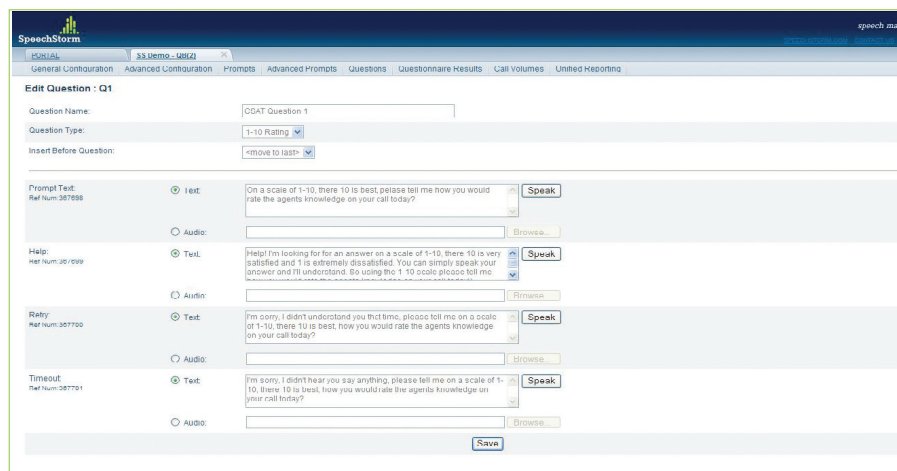
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IVVO Control Centre: Self-management, no inflexible silos of technology

Up until now, legacy IVR applications have been deployed on proprietary IVR platforms making them prohibitively expensive and difficult to maintain. Through our experience, we recognise this as one of the common barriers in building future proof phone self-service solutions. As a result, SpeechStorm provides an easy to use web-based management console to administer Questionnaire Builder, the IVVO Control Centre which gives you powerful system management, administration and reporting capabilities.

SpeechStorm speech applications are developed using open-standards Voice XML, an industry endorsed standard that leverages your existing web infrastructure. The IVVO Platform provides an underlying secure framework that supports all SpeechStorm products and applications, allowing a unique web-based management console to be tightly integrated to our market-leading solutions.



Deployment Options:

Questionnaire Builder is a speech recognition application within the IVVO Speech Suite. All of our applications are available either as On premise or Hosted. Hosted includes capabilities for a fully managed service, transactional capacity or minute based pricing models.

About SpeechStorm:

SpeechStorm specialises in self-service solutions that manage customer interactions over the phone. The SpeechStorm portfolio provides a combination of best-fit solutions that give customers the service they want; whether touch tone, SMS, video or voice. SpeechStorm transforms the simple phone into a rich interactive tool for accessing content, finding information and interacting with an organisation to fulfil customer requests and optimise customer care goals.

Potential Uses

- Customer Satisfaction Survey
- Feedback on telephony approach, agent skills and services
- Advertising, promotional and brand awareness

Demo

Visit our website and click on [Demos and Downloads](#)

Other Products You Might Be Interested In:

- Agent Assist speech applications
- 100% self service applications
- Video IVR
- Voice Biometrics