



JIBE POST CALL SURVEY MODULE

JIBE is a customer survey tool that is fully integrated into the **Agent Quality Management (AQM) module of Amethyst**, our industrial strength call recorder.

JIBE allows you to attain instant feedback from your customers with regards to service, sales follow up, product queries etc. The key differentiator is in its ability to proactively and instantly provide this input to a system supervisor which allows them to focus on the problem areas immediately.

ENHANCES CUSTOMER SERVICES = CUSTOMER SATISFACTION

Accumulate information without involving employees and agents, enhancing speed response times and increasing productivity. Reduce Social Desirability Bias where people report on surveys in a way that will be viewed favourably by others. Better the quality of your products and/or services with JIBE to meet the needs and wants of your customers. Improve contact centre productivity and prioritize issues and developments.

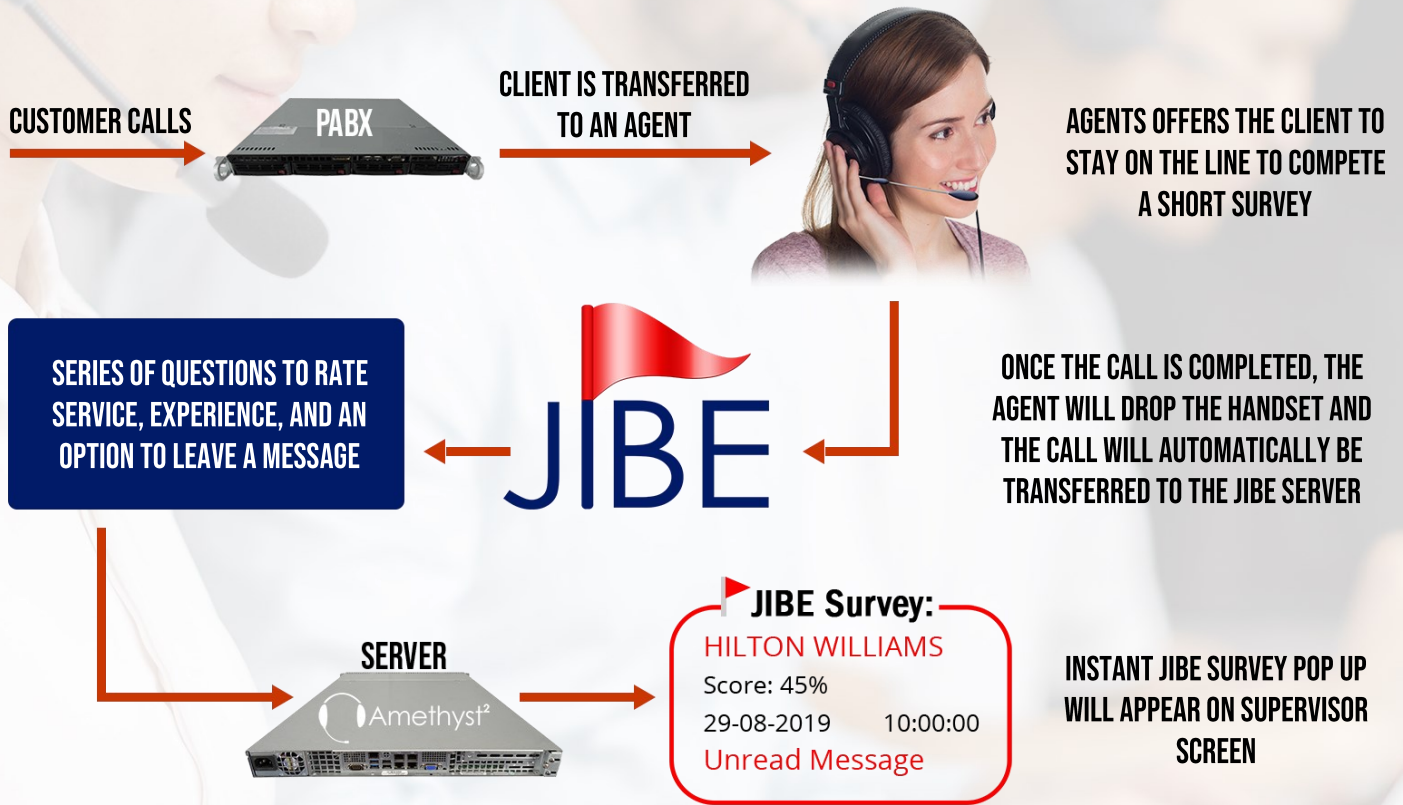
SPEEDS RESPONSE TIMES = INCREASED PRODUCTIVITY AND REDUCED COSTS

Yes there are reports to analyse feedback and results, but the moment a survey is completed a **red flag** will pop-up on the supervisor screen with a direct link to the Amethyst recording, survey result, and the message the customer left while doing the survey.



HOW DOES IT WORK?

The Survey Module takes the caller through a personalised series of questions and also allows clients the ability to leave a message at the end of the survey. The answers are collated and the results presented as an input score. Negative ratings can automatically be flagged and escalated to a system supervisor for immediate attention and action.



- ▶ Review calls between agent and customer = **Amethyst Call Recording**
- ▶ Review customer feedback after the call = **JIBE Post Call Survey**
- ▶ Total outcome: Amethyst AQM of the recorded call + JIBE interaction score = **Agent overall score**

KNOW WHERE YOU ARE LACKING SO THAT YOU CAN IMPROVE

KEY FEATURES

- ▶ Quick and easy answer options - with a press of the digit buttons on the phone.
- ▶ Fully integrated with the Amethyst AQM Module.
- ▶ Automated email and flagged AQM of low scoring surveys.
- ▶ Weighted score per question.
- ▶ Multi language surveys.
- ▶ Customers have the option to leave a voice message at the end of the survey.
- ▶ Multiple surveys can be configured simultaneously on the system.
- ▶ Customers will be put through to the best survey option (if multiple surveys are available).
- ▶ Search cradle to grave recording including survey comments.



- ▶ The survey becomes part of the AQM score in Amethyst.
- ▶ Easy to add new surveys or edit existing surveys or questions.
- ▶ Supervisors can custom create and edit surveys through the Amethyst web interface.
- ▶ Any changes take effect immediately.
- ▶ The results are stored with the last recorded extension, linked to this survey.
- ▶ No need for additional hardware – fully supported on a virtual machine architecture.
- ▶ Amethyst allows for the search for specific recordings where surveys were done.

WHY JIBE? YOU CAN NOT MEASURE WHAT YOU CANNOT MONITOR

WHY ASK FOR CLIENT FEEDBACK?

Simply put, you cannot measure what you cannot monitor, and the reality is that very few businesses take the time to ask for client feedback.

In an increasingly competitive market, providing exceptional customer service experiences should be a standard that staff and businesses conform to.

Getting to understand the client experience with your organisation will provide valuable insight into your processes and skillsets and allow you to improve on areas of inefficiency.

Improving client communications and experience is vital in maintaining competitiveness and customer loyalty.

JIBE

Verb

- to shift suddenly and forcibly, from one side to the other
- to alter a course so that a fore-and aft sail shifts in the manner

Know what your customers are saying to force course corrections when Needed.



Feel free to contact us on 021 592 4033 or on sales@datatex.co.za