



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.

WHO ARE WE?

Datatex is a Proudly South African leader in telecommunication software systems having been chosen as the preferred platform for many PBX vendors in the market today.

All development is done locally, and the national support network with proactive monitoring ensures that all systems are available online 24/7.

Datatex has confidently serviced and supported over 1000 South African and international businesses since 1994 and remains the trusted brand for a diverse range of business – from small home offices to large multinational corporates and government institutions.

JIBE SOLUTION (Post Call Survey Module)

The JIBE survey module is a powerful add-on tool to the Amethyst Agent Quality Management (AQM) which allows you to attain instant feedback from the clients' service and sales experience with your company. The key differentiator is in its ability to proactively and instantly provide this input to a system supervisor which allows them to focus on problem areas immediately.

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, which the supervisor notified when breach has occurred.

- Quick and easy answer options - with a press of the digit buttons on the phone
- Automated email and flagged Agent Quality Management (AQM) of low scoring surveys
- Weighted score per question
- Multi language surveys
- Client can leave comments at the end of the call that is accessible on Amethyst
- Multiple surveys can be configured simultaneously on the system
- Customers will be put through to the best survey option (if multiple surveys are available)
- Fully integrated with the Amethyst Agent Quality Management (AQM) Module
- 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 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 or wiring – fully supported on virtual machine architecture

HOW DOES IT WORK?

JIBE seamlessly integrates with your PBX system and sends calls automatically to the Survey Module once an agent drops the call. Having this done automatically prevents the agents from selectively transferring calls to the Post Call Survey Module.

The JIBE process will then initiate in accordance with your personalised greetings, questions and process flow. Once the client has completed the survey the call is terminated and the scores stored with the voice recording.

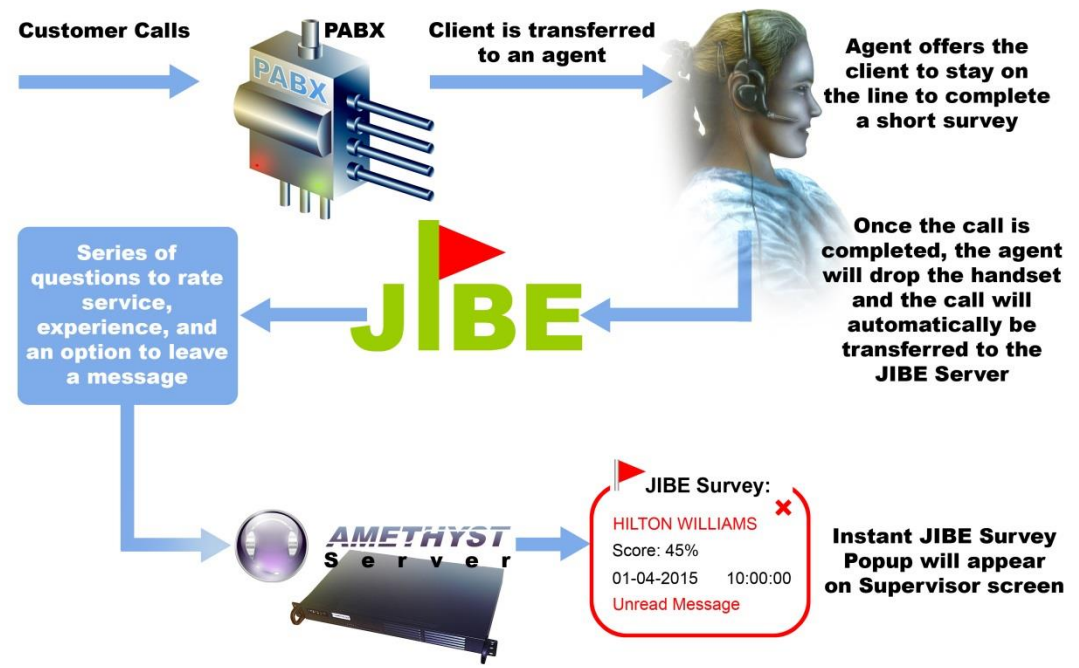
Negative ratings can automatically be flagged and escalated to a system supervisor for immediate attention and action.

BENEFITS

- Improves contact centre productivity
- Enhances customer services = customer satisfaction
- Speeds response times, which ultimately translates into increases in productivity and reduced costs
- Reduction in social desirability bias - people report on surveys in a way that will be viewed favourably by others
- Prioritize issues and developments
- Customize products, services, add-ons and features to meet the needs and demands of your customers
- Helps minimize cost and capitalize on revenue
- Identify and prioritize voice needs and wants
- Accumulate valuable information without involving the employee or agent
- Prevent having to use email or costly mobile survey messaging
- Minimal training required



JIBE CALL FLOW



OUR COMPANY

Vision

To be the leading provider of telephony solutions in South Africa

Mission

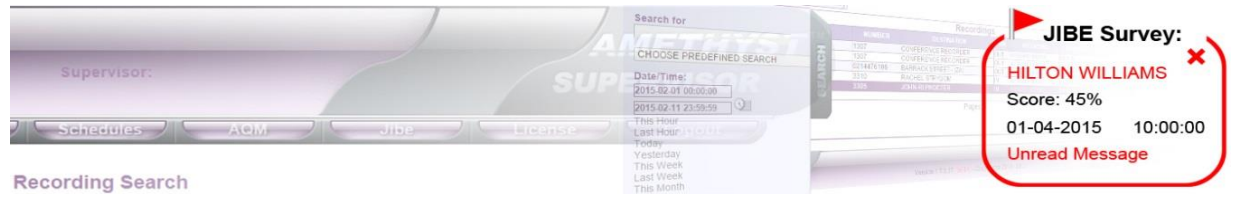
To be South Africa's most client focused company and to provide products where companies can come to find and discover their business needs.

Company

Datatex has been involved in the telephony industry for over 14 years. This was a natural progression caused by various factors including the demise of the textile industry in South Africa, its advanced skills in technical development and a desire to find an exciting market to utilize its technical skills and presenting high quality applications. The decision to become a major role player in the telephony industry has proven to be exciting and profitable beyond expectations.

JIBE IN AMETHYST AQM

The JIBE survey and results are integrated into the Amethyst AQM module, which also proves as an incentive for Agents as this will improve their overall measurement points (the weighted max score). Negative results are then subtracted from the weighted MAX score for the section. Even if they do badly they will still get more than someone who is not being surveyed. Supervisors are instantly notified once a survey has been completed and can also listen the voice notes left by the caller. Calls with JIBE results are automatically added to the random pool of recordings to be scored through the AQM system.



Company Registration 1994/041697/23

VAT Registration 4760146557

Telephone +27 21 592 4033

Fax +27 21 592 4077

Street Address 99 Nelson Street, Goodwood, Western Cape, South Africa

Postal Address PO Box 6560, Welgemoed, 7538

Sales Email Address sales@datatex.co.za

