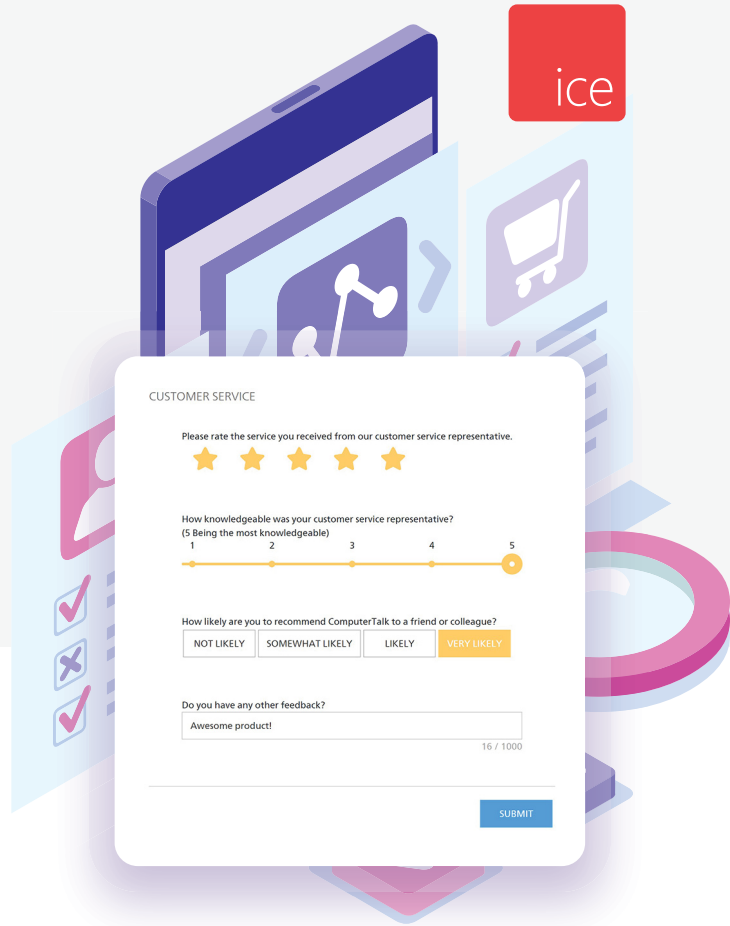# iceSurvey

Design, test, publish, and analyze surveys with ice Contact Center to gain actionable insights and understand customers' needs across several communication channels

Attract and retain customers by listening and understanding their needs. iceSurvey provides contact center administrators with the power to create surveys for voice, IM, and email using simple, browser-based tools. By listening to customers, your organization can identify the service gaps and make enhancements to your contact center operations.

Enhance customer experiences by listening to your customers

Benchmark customer satisfaction levels and analyze the survey results to identify how your organization can proactively improve and within which areas. By understanding their needs and learning from your customers, you can gain actionable insights to make the customer experience even better.

Send surveys on multiple communication channels

iceSurvey supports voice, email, and IM post-interaction surveys to be created and delivered automatically. If your organization offers multiple communication channels for customers to contact you, post-interaction surveys will not be restricted to one channel.

Reduce costs through survey automation

Rather than having employees manually ask customers questions or individually send out surveys, iceSurvey automates the task of sending out post-interaction surveys. This saves employees' time and allows them to focus on other tasks. The survey results are tracked and stored in ice, allowing supervisors to easily access them through iceManager.

Multiple question types to cater to certain questions

iceSurvey supports seven distinct styles of questions. These include multiple choice, ratings, and open-ended questions, so your organization can cater your questions to best fit your data collecting objectives. By utilizing different types of questions, collect the specific data you are looking for and provide the flexibility to gather different kinds of feedback. For example, rating questions can give a percentage or score to measure customer satisfaction (CSAT), which may be more difficult to analyze if it were an open-ended question.
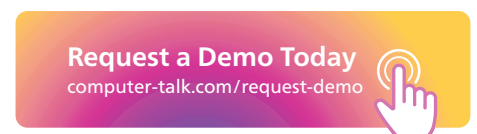
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computer-talk.com/request-demo

iceSurvey features

✓ Web interface for administrating and managing surveys

✓ Dynamically create surveys from templates

✓ Deliver voice surveys during calls, at the end of calls, or with a callback

✓ Supports 7 distinct styles of questions

✓ Design, test, publish, and analyze surveys on one single platform

✓ Surveys can be conducted through voice, IM, and email

✓ Multiple survey specific reports

✓ Sophisticated answer-based design logic

(if customer answers yes, proceed to this question; if the customer answers no...)

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

For more information, visit us at computer-talk.com.

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Gold Datacenter
Gold Windows and Devices

Microsoft Teams

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