

CSAT - CSI: forward customers to a Survey

You can automatically forward the customer to a Survey (another IVR) as soon as the agent hangs up the call. It is an option of the standard Cally Square IVR QUEUE application and you can design as many survey IVR as you need.

Important: use the option c inside your IVR QUEUE application (Queue1, Queue2 and Queue3 box in the attached screenshot example): it will allow the customer call to continue after the agent hangs up, so to be able to listen to the next subproject (the survey)

Important



IMPORTANT: also remember to **NOT USE the xcally data base for your survey logs.**

If you need to store any other piece of information (i.e. survey results, orders etc...) **CREATE YOUR OWN MYSQL DATA BASE!**

Every tables you add inside the xcally DB will be removed each time you update xCALLY!