



**SurveyCX™ is an integrated and easy to use omni-channel survey tool designed to measure and improve contact centers and customer experience.**

As a recognized expert in Cisco contact center solutions, Cameo Global offers a new and innovative omni-channel customer survey experience that is easy to use, requires minimal customization, and unifies a single survey across multiple contact center channels.

For the first time, SMS, proactive outbound voice, email, web, and IVR surveys can be measured and created by business users, not just IT professionals.

Compatible with all Cisco UCCX, PCCE, UCCE, contact centers, and Cameo Global's HCS certified CloudBlu™ offerings.



## SurveyCX™

Grow customer loyalty, strengthen relationships, and maximize customer satisfaction with Cameo Global's SurveyCX™. This Cisco Spark integrated, and powerful omni-channel customer survey software package allows customers to design one survey, and deploy that survey across multiple channels. Measure customer satisfaction in real-time with customized widgets that instantly deliver meaningful data to business and contact center professionals. Built-in scheduled reporting and ad-hoc visualizations provide customer driven metrics that are consistent across SMS, voice, email, and web based content.

- **Easily build surveys on screen without the need for IT level coding or scripting**
- **Escalate responses to a real-time Cisco Spark room for quick analysis and response**
- **Mix and match modes of contact – Proactive Voice, SMS, Web/Email, and IVR based responses.**
- **Allow customers respond how they want, when they want, with consistent reporting and survey delivery.**
- **Report and analyze customer responses in real-time with customizable widgets.**
- **Gather historical information to measure customer satisfaction improvements over time.**
- **Compatible with all leading CRMs and Cisco's Context Service satisfaction**



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## Collaboration Solution Provider

# SurveyCX™ Key Features

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### Omnichannel Surveying:

Customize SurveyCX™ surveys to use one or more modes of customer contact.

### Multiple Question Types:

Ask questions of different types (Net Promoter Score, Range, Yes/No, and Freeform Answers) to gauge customer responses.

### Net Promoter Score:

Calculate customer loyalty and gain knowledge of promoters and detractors with the industry-standard Net Promoter Score question type.

### Real-time Dashboard:

View survey effectiveness, read customer responses, and aggregate question data in a real-time web dashboard.

### Automatic Invitation Resend:

Set up how long to wait for a customer to respond to a survey invitation, and automatically resend invitations as reminders.

### Human Detection:

Outbound voice surveys take advantage of DetectCX™, Cameo's sophisticated Call Progress Analysis (CPA) engine. Only send surveys to humans who answer the phone, and schedule retries for answering machines, busy signals, and no answer calls.

### Cisco Spark Integrated:

Optional integration with Cisco Spark adds the ability to see survey responses posted as notifications to a Spark room as they happen.

*Cameo Global, Inc., is a leading Cisco ATP partner specializing in Contact Centers. SurveyCX™ is part of our continuing commitment to delivering value-added solutions to Cisco's Contact Center customers.*

## Pricing and Support Services

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SurveyCX™ is sold as a software based appliance or for use in approved VMware environments. SurveyCX™ is compatible with UCCX, PCCE, UCCE, and Cameo Global CloudBlu™ for contact centers. Pricing is based on a base software package price plus the desired contact channels (Post-Call, Outbound Voice, SMS,

and/or Web/Email). Cameo engineers expertly install SurveyCX™. Implementations are typically accomplished remotely, or onsite if required by security policies. Annual maintenance is sold separately and is included through the 1st year of deployment.



**Contact Cameo Global today to schedule your initial business and technology review with one of our trusted advisors. Call now to get started!**



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