



Introducing **Inspecta** Automated Customer Feedback, Notification & Response

Automated Customer Outreach and Proactive Communication through Notification & Response and Surveys & Feedback Management

Enterprises can manage, measure and improve customer engagement, awareness, and the overall customer experience, while reducing operational expenses and response time by intelligently automating outbound customer surveys and feedback; as well as efficiently and cost-effectively managing customer notification and response related to critical service events or other general communications.

Inspecta™ is a powerful Enterprise Feedback Management (EFM) solution for improving satisfaction throughout the customer journey and across multiple channels such as email, text, phones, social posts and customer surveys.

Inspecta can take advantage of VoIP-based technologies to reduce the telecom expenses and response time; while removing constraints on the number of surveys or notifications that can be generated in a given period of time.

Collected data can be analyzed through our **Intellecta™** multichannel analytics, offering actionable knowledge from all customer touch points, interactions and transactions, and provide the true essence of your customer and employee sentiment.

Surveys & Feedback



Notification & Response

Initiate automated surveys to gather valuable feedback and customer sentiment your teams can use.

- Solution includes survey templates and voice prompts you can customize, scoring, priority levels, and summaries
- Speech and text analytics produces actionable knowledge, trend information and sentiment
- Identify sentiment based on scores, subjects, and more
- Automatically launches actions when certain thresholds, scores or feedback are detected
- Feed survey results back to your agents
- Integrate with third parties for processing
- Use SIP-trunking for “survey-as-a-service”

Initiate communication with a mass number of customers to keep them informed and enable self-service response or redirect for live engagement.

- Scheduling of outgoing communications with prioritization to accommodate unscheduled emergency messages when they take priority
- Perform notification without the need for live agents
- Branded messaging can properly represent different departments or other entities
- Notifications are delivered with a pathway for automated response or redirection to a live agent
- Customer feedback can be solicited, gathered and compiled for later analysis

