

KINETIC SURVEY



ENTERPRISE FEEDBACK MANAGEMENT CALL SCRIPTING

Features and Uses

Features

- Easy script creation
- Easy on-line deployment
- Automatic Web deployment
- Enterprise control
 - Style
 - Authorization
 - Deployment
 - Access
 - Approval Workflow
 - Security
- Multi-part Script
- Approval processing
- Workflow process control
- Multi-part scripts
- Conditional items/scripts
- No java scripting or HTML
- No data re-entry
- In-build reporting and analysis using Crystal Reports
- Easy triggering of Change/Action Requests
- Fully integrated with Remedy AR
- Multiple notifications/approval levels

Uses

- Inbound/Outbound Call Centre
- Customer Support/Feedback Systems
- Sales Automation
- Customer
 - Orders
 - Information update
- Employee Applications
 - Purchase Orders
 - Employee Changes
 - Asset Management
 - Leave Requests
 - Change Requests
- Training/Education
 - Course Applications
 - Enrolments
- Web Interactions
 - User signup
 - Purchases
- Government
 - Applications
 - Registration
 - Compliance

KINETIC DATA



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