

KINETIC SURVEY



ENTERPRISE FEEDBACK MANAGEMENT CALL SCRIPTING

Kinetic Survey is a powerful software solution that allows business unit managers to easily create and administer Call Scripting using BMC® Remedy® Action Request System®.

Call scripting is a valuable tool for helping agents and other employees respond to ever-changing requests in a consistent and helpful way. However, this responsiveness can be limited by the need for complicated code development and slow change processes or by the ability to present text but not collect information regarding the script.

Kinetic Survey call scripting can easily be incorporated into your existing environment, whether you are using a packaged BMC Remedy application or your own custom forms. Script authors create call scripts and rules defining when to present the script. The scripts are then presented to agents when appropriate, allowing you to collect the best information when and how it is needed most. Questions can be optional or required and question branching can lead your agent down the most useful path for your customer and organization.

Bring the power of Enterprise Feedback Management to your organization with **Kinetic Survey**.

The screenshot shows a BMC Remedy user interface. On the left, a 'Matching Help Desk Cases' table lists three cases with IDs HD0000000000054, HD0000000000055, and HD0000000000056, all with a priority of 'High'. Below this is a 'Remedy' sidebar with fields for 'Summary*', 'Description*', 'Category*', 'Type*', and 'Item*'. The main window displays a 'KS_SRV_SurveyLoad_Dialog' for a case titled 'Sithco'. The survey text asks: 'I'd like to ask you a couple of questions about your current software: Are you interested in upgrading your software?' with radio buttons for 'Yes' (selected) and 'No'. A second question asks 'Who is your sales representative?' with a dropdown menu showing 'Mary Manager', 'Helga Helper', and 'Tom Technician'. A checkbox 'Not sure who your sales rep is?' is also present.

BENEFITS

- Create call scripts without the need for dedicated programming time
- Integrates easily to any Remedy-based application
- No extensive training required to start building scripts immediately
- Increase the value of data collected on the initial call
- Quickly respond to changing customer needs through data-driven configuration
- Increase the knowledge of the call taker without extensive expertise
- Improve responsiveness for high-priority calls such as safety or regulatory issues
- Increase sales opportunities through targeted lead gathering and up-selling
- Reduce customization on your application by only gathering information when and how it's needed

KINETIC DATA



235 EAST SIXTH STREET, SUITE
ST. PAUL, MN 55101
WWW.KINETICDATA.COM

