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| **Version** | **Date** | **Notes** |
| 0.0 | 05/01/2014 | Sample Version |

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| **Business Rules:** |
| Valid Call = caller provides a response at Survey1  Valid Order = caller completes Survey5 |

**Standard Behavior Rules & Confirmations:**

1. 3 Repeats on action menus before Polite Goodbye.
2. If Caller presses Pound key, go to RatingScale.
3. No Entry Prompt at Menu/Single-Digit collection:
   * “I’m sorry, but you did not make a selection. Please make your selection.”
   * “I’m sorry, but you still did not make a selection. Please make your selection.”
4. No Entry Prompts at Multi-Digit collection:

* “I’m sorry, but we did not receive a response.”
* “I’m sorry, but we still did not receive a response.”

1. Invalid Entry

* “I’m sorry, but that is not a valid entry.”
* Will repeat this up to 3 times before Polite Goodbye

1. Standard Data Confirmation: Repeat Number Entered “You entered **<PLAYBACK>**. Is that correct? Press 1 for “YES” or press 2 to re-enter.”

If 1: Next

If 2: Repeat

1. Polite Goodbye Message: (POLITEGBYE.WAV)

* “I’m sorry you’re having difficulties with your response. Thank you for your participation. Goodbye.”

**(GRTNG) Greeting**

GRTNG.WAV

Thank you! This survey should only take 2 to 3 minutes.

Next: RATING SCALE

**(RATINGSCALE) Rating Scale**

RATINGSCALE.WAV

The survey statements are rated 1 through 5 on your touchtone keypad, with 5 indicating you highly agree and 1 indicating you highly disagree. Just remember, the higher the number the better the rating.

Next: INFO

**(INFO) INFO**

INFO.WAV

At any time, you may press the “star key” to repeat the statement or “pound” to review the rating scale.

Next: SURVEY1

**(SURVEY1) Successful Navigation**

SURVEY1.WAV

Statement 1:

My Customer Support agent successfully navigated me through the service experience. Using your touchtone keypad, on a scale of 1-5, please enter the number that represents how highly you agree or disagree with the previous statement. You may make your selection at any time.

Confirmation 1 - 5: Custom Confirmation

No Response/Invalid Response/\*: Repeat

#: Go to RATINGSCALE1, then return to SURVEY1

If No Response 3x: Go to Polite Goodbye

[Custom Confirmation] YOUENTERED.WAV

You entered…

SURVEY1CHOICE\_1.WAV

1 (“one”) for highly disagree

SURVEY1CHOICE\_2.WAV

2 (“two”) for disagree

SURVEY1CHOICE\_3.WAV

3 (“three”) for neither agree nor disagree

SURVEY1CHOICE\_4.WAV

4 (“four”) for agree

SURVEY1CHOICE\_5.WAV

5 (“five”) for highly agree

CORRECT.WAV

Is that correct? Press 1 for “YES” or press 2 to re-enter.”

If 1: Continue

If 2: Repeat

Next: SURVEY 2

**(SURVEY2) Best Interest**

SURVEY2.WAV

Statement 2:

My Customer Support agent acted in my best interest.

Confirmation 1 - 5: Custom Confirmation

If No Response/Invalid Response/\*: Repeat

#: Go to RATINGSCALE\_1, then return to SURVEY2

If No Response 3x: Go to Polite Goodbye

[Custom Confirmation] YOUENTERED.WAV

You entered…

SURVEY1CHOICE\_1.WAV

1 (“one”) for highly disagree

SURVEY1CHOICE\_2.WAV

2 (“two”) for disagree

SURVEY1CHOICE\_3.WAV

3 (“three”) for neither agree nor disagree

SURVEY1CHOICE\_4.WAV

4 (“four”) for agree

SURVEY1CHOICE\_5.WAV

5 (“five”) for highly agree

CORRECT.WAV

Is that correct? Press 1 for “YES” or press 2 to re-enter.”

If 1: Continue

If 2: Repeat

Next: SURVEY3

**(SURVEY3) Confidence**

SURVEY3.WAV

Statement 3:

My Customer Support agent demonstrated confidence and communicated clearly.

Confirmation 1 - 5: Custom Confirmation

If No Response/Invalid Response/\*: Repeat

#: Go to RATINGSCALE1, then return to SURVEY3

If No Response 3x: Go to Polite Goodbye

[Custom Confirmation] YOUENTERED.WAV

You entered…

SURVEY1CHOICE\_1.WAV

1 (“one”) for highly disagree

SURVEY1CHOICE\_2.WAV

2 (“two”) for disagree

SURVEY1CHOICE\_3.WAV

3 (“three”) for neither agree nor disagree

SURVEY1CHOICE\_4.WAV

4 (“four”) for agree

SURVEY1CHOICE\_5.WAV

5 (“five”) for highly agree

CORRECT.WAV

Is that correct? Press 1 for “YES” or press 2 to re-enter.”

If 1: Continue

If 2: Repeat

Next: SURVEY4

**(SURVEY4) User Friendly**

SURVEY4.WAV

Statement 4:

It was easy to make a payment using this system.

Confirmation 1 - 5: Custom Confirmation

If No Response/Invalid Response/\*: Repeat

#: Go to RATINGSCALE\_1, then return to SURVEY4

If No Response 3x: Go to Polite Goodbye

[Custom Confirmation] YOUENTERED.WAV

You entered…

SURVEY1CHOICE\_1.WAV

1 (“one”) for highly disagree

SURVEY1CHOICE\_2.WAV

2 (“two”) for disagree

SURVEY1CHOICE\_3.WAV

3 (“three”) for neither agree nor disagree

SURVEY1CHOICE\_4.WAV

4 (“four”) for agree

SURVEY1CHOICE\_5.WAV

5 (“five”) for highly agree

CORRECT.WAV

Is that correct? Press 1 for “YES” or press 2 to re-enter.”

If 1: Continue

If 2: Repeat

Next: SURVEY5

**(SURVEY5) Recommend**

SURVEY5.WAV

Statement 5:

Based on today’s transaction, I would recommend this service to someone else.

Confirmation 1 - 5: Custom Confirmation

If No Response/Invalid Response/\*: Repeat

#: Go to RATINGSCALE\_1, then return to SURVEY4

If No Response 3x: Go to Polite Goodbye

[Custom Confirmation] YOUENTERED.WAV

You entered…

SURVEY1CHOICE\_1.WAV

1 (“one”) for highly disagree

SURVEY1CHOICE\_2.WAV

2 (“two”) for disagree

SURVEY1CHOICE\_3.WAV

3 (“three”) for neither agree nor disagree

SURVEY1CHOICE\_4.WAV

4 (“four”) for agree

SURVEY1CHOICE\_5.WAV

5 (“five”) for highly agree

CORRECT.WAV

Is that correct? Press 1 for “YES” or press 2 to re-enter.”

If 1: Continue

If 2: Repeat

If No Response 3x: Go to CLOSING

Next: CLOSING

**(CLOSING) Close**

CLOSING.WAV

Thank you very much for your help with our survey. Goodbye