

Version	Date	Notes
0.0	05/01/2014	Sample Version

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.”
5. Invalid Entry
 - “I’m sorry, but that is not a valid entry.”
 - Will repeat this up to 3 times before Polite Goodbye
6. 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
7. 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:

No Response/Invalid Response/*:
#:

If No Response 3x:

Custom Confirmation

Repeat

Go to RATINGSCALE1, then return to SURVEY1

Go to Polite Goodbye

[Custom Confirmation]

You entered...

YOUENTERED.WAV

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: If No Response/Invalid Response/*: Repeat #:	Custom Confirmation Go to RATINGSCALE_1, then return to SURVEY2
If No Response 3x:	Go to Polite Goodbye

[Custom Confirmation] YOUENTERED.WAV
You entered...

- | | |
|--|---------------------|
| 1 ("one") for highly disagree | SURVEY1CHOICE_1.WAV |
| 2 ("two") for disagree | SURVEY1CHOICE_2.WAV |
| 3 ("three") for neither agree nor disagree | SURVEY1CHOICE_3.WAV |
| 4 ("four") for agree | SURVEY1CHOICE_4.WAV |
| 5 ("five") for highly agree | SURVEY1CHOICE_5.WAV |

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: If No Response/Invalid Response/*: Repeat #:	Custom Confirmation Go to RATINGSCALE1, then return to SURVEY3
If No Response 3x:	Go to Polite Goodbye

[Custom Confirmation] YOUENTERED.WAV
You entered...

- | | |
|-------------------------------|---------------------|
| 1 ("one") for highly disagree | SURVEY1CHOICE_1.WAV |
| | 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...

1 ("one") for highly disagree SURVEY1CHOICE_1.WAV
2 ("two") for disagree SURVEY1CHOICE_2.WAV
3 ("three") for neither agree nor disagree SURVEY1CHOICE_3.WAV
4 ("four") for agree SURVEY1CHOICE_4.WAV
5 ("five") for highly agree SURVEY1CHOICE_5.WAV

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...	
1 ("one") for highly disagree	SURVEY1CHOICE_1.WAV
2 ("two") for disagree	SURVEY1CHOICE_2.WAV
3 ("three") for neither agree nor disagree	SURVEY1CHOICE_3.WAV
4 ("four") for agree	SURVEY1CHOICE_4.WAV
5 ("five") for highly agree	SURVEY1CHOICE_5.WAV
	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