

# HyperSurvey

Innovative customer satisfaction surveys provide valuable data to help improve your customer service and your bottom line.

Customer satisfaction is the key to success in any business. If you're wondering how satisfied your customers feel, ask them! With the right information and feedback, your agents and managers can make decisions to bring about positive change in your organization.

With HyperSurvey, brief telephone and email surveys let your customers tell you what they think of your company's communication.

## Here's how it works...

### Flexible Data Collection

We work with you to find the right data collection for your needs — IVR, email, chat, inbound/outbound calls or a combination of methods.

### Customized Surveys

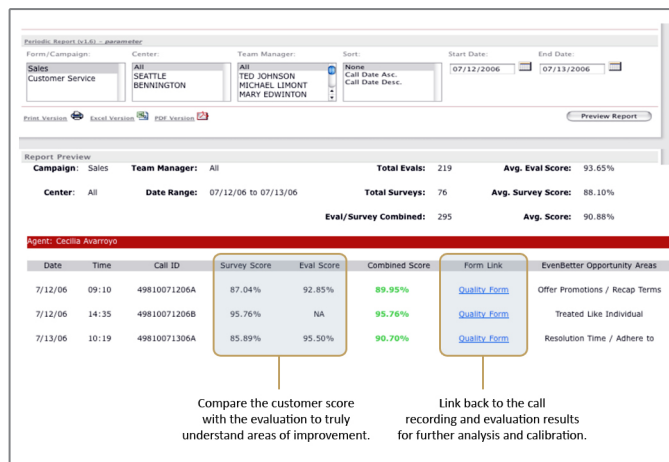
Our analysts work with your internal team to develop survey questions that are right for your business. Questions can be revised as your business needs change. Individual surveys can be customized mid-survey, based on the answers received.

### Open-Ended Customer Feedback

Customers are given the opportunity to leave open-ended responses, giving your organization advice for improvement directly from your customers. These actual responses are embedded in our reporting software, ClearMetrix, so every agent can hear feedback directly from their customers.

### Sophisticated Reporting and Analysis

Procedural scores from phone, email and chat can be combined with customer satisfaction scores into one easy-to-use reporting system. Scores are tied back to individual agents, for personalized feedback — and improvement.



*Survey results are combined with call evaluation results for a true end to end picture of the customer experience*

## The HyperQuality Toolbox

HyperQuality delivers a comprehensive spectrum of products and services designed to help your customer experience get EvenBetter™ every day, including:

### ClearMetrix™

Easy-to-use reporting tool includes a suite of reports to help you understand, analyze and improve customer experience. Use with your own monitoring system or with HyperQuality evaluation and analysis services.

### HyperRecording

Next generation recording solution with quick start-up, hassle-free integration and lower cost than traditional systems.

### HyperEvaluation

Comprehensive, cost-effective evaluations for all your customer contacts: telephone, email and chat.

### HyperSurvey

Wondering how satisfied your customers feel? Customized surveys provide valuable, actionable data.

### Exception Management

Monitor your Key Performance Indicators and receive instant notifications when an issue first appears.

### Comment Analysis

Unlock the power of your unstructured data, including customer comments, agent case notes, chat sessions, and more.

### Professional Services

Custom consulting and assistance on customer experience strategy, sales optimization, linking call center performance, surveys, modeling, advanced analytics and more to improve your bottom line.



## HyperQuality, Inc.

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