Post Call Survey

Post Call Survey

A Post Call Survey takes place after the call. Typically, you use the survey to determine whether a customer was satisfied with the call experience. You configure a call flow that sends the call to a DNIS for the Post Call Survey after the agent disconnects from the caller.

Your VRU asks callers whether they want to participate in a Post Call Survey. If they choose to do so, they are automatically transferred to the Post Call Survey after the call flow completes.

Post Call Survey Use Case

The caller is typically asked if they want to participate in a survey after the call. Your solution can determine based on dialed numbers to invoke the post call survey at the end of a call. When the customer completes the conversation with an agent, the customer is automatically redirected to a survey. When the agent ends the call, it initiates the Post Call Survey.

A customer can use the keypad on a touch tone phone and voice with ASR/TTS to respond to questions asked during the survey. For the solution, the post call survey call is just like another regular call. The Post Call Survey retrieves the call context information from the original customer call.

Post Call Survey Design Impacts

Observe the following conditions when designing a Post Call Survey:

- A Post Call Survey initiates when the last agent ends the call. The call routing script launches a survey script.

- The mapping of a dialed number pattern to a Post Call Survey number enables the Post Call Survey feature for the call.

- The value of the expanded call variable **user.microapp.isPostCallSurvey** controls whether the call transfers to the Post Call Survey number.

- If **user.microapp.isPostCallSurvey** is set to **y** (the implied default), the call transfers to the mapped post call survey number.

- If **user.microapp.isPostCallSurvey** is set to **n**, the call ends.

- To route all calls in the dialed number pattern to the survey, your script does not have to set the **user.microapp.isPostCallSurvey** variable. The variable is set to **y** by default.

- You cannot have a REFER call flow with Post Call Survey. REFER call flows remove Unified CVP from the call. But, Post Call Survey needs Unified CVP because the agent has already disconnected.

- For Unified CCE reporting purposes, the Post Call Survey call inherits the call context for the initial call. When a survey starts, the call context of the customer call that was transferred to the agent replicates into the call context of the Post Call Survey call.

- The expanded call variable **isPostCallSurvey** will be cached only when the UCCE router generates a label for CVP.

Configure Post Call Survey in CVP

Complete the following procedure to configure Post Call Survey in Unified CVP.

Procedure

Step 1 Log in to the Unified CVP Operations Console and choose **System** > **Dialed Number Pattern**.

Step 2 Enter the following configuration settings to associate incoming dialed numbers with survey numbers:

- **Dialed Number Pattern** - Enter the appropriate dialed number.

  The incoming Dialed Number for calls being directed to a Post Call Survey Dialed. This is the Dialed Number you want to redirect to the survey.

- **Enable Post Call Survey for Incoming Calls** - Select to enable post call survey for incoming calls.
- **Survey Dialed Number Pattern** - Enter the dialed number of the Post Call Survey. This is the dialed number to which the calls should be transferred to after the normal call flow completes.
- Click **Save** to save the Dialed Number Pattern.

Step 3 Click **Deploy** to deploy the configuration to all Unified CVP Call Server devices.

Configure Unified CCE

Configure ECC Variable

You need not configure Unified CCE to use Post Call Survey, however, you can turn the feature off (and then on again) within an ICM script by using the ECC variable **user.microapp.isPostCallSurvey** and a value of n or y (value is case insensitive) to disable and re-enable the feature.

Configure the ECC variable to a value of n or y before the label node or before the Queue to Skillgroup node. This sends the correct value to Unified CVP before the agent transfer. This ECC variable is not needed to initiate a Post Call Survey call, but you can use it to control the feature when the Post Call Survey is configured using the Operations Console.

When the DN is mapped in the Operations Console for Post Call Survey, the call automatically transfers to the configured Post Call Survey DN.

Complete the following procedure to enable or disable the Post Call Survey:

Procedure

Step 1   On the Unified CCE Administration Workstation, using configuration manager, select the **Expanded Call Variable List tool**.

Step 2   Create a new ECC Variable with **Name:user.microapp.isPostCallSurvey**.

Step 3   Set **Maximum Length** to 1.

Step 4   Select the **Enabled** check box then click **Save**.