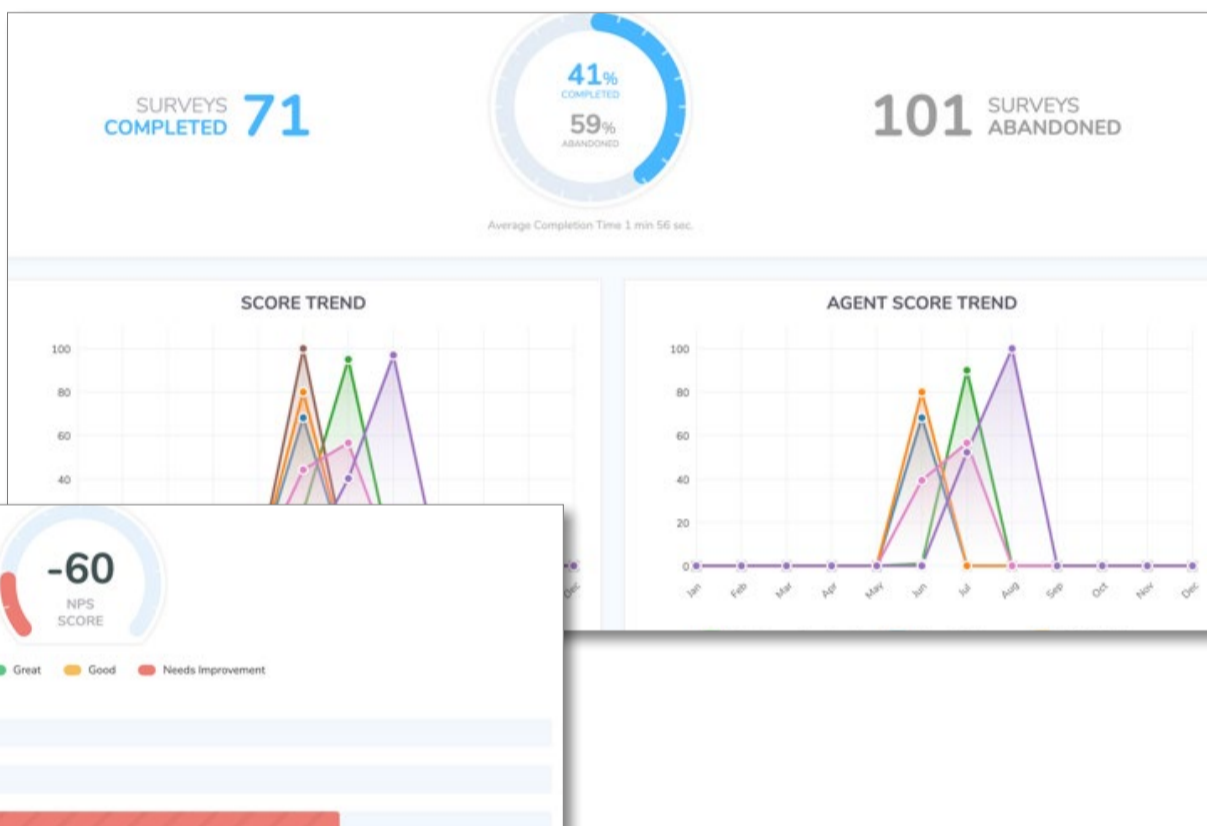


PureCloud
FANTACODE

Simplifying end call surveys for Purecloud

feebak by Fantacode is a comprehensive survey solution designed specifically for PureCloud with which organizations could design and offer dynamic end-call surveys to their callers. Loaded with tons of business-friendly features such as easy to use survey builder, detailed dashboards & result notifications and full integration into PureCloud, **feebak** is a must-to-have companion in every PureCloud org.

Intuitive Dashboards & Detailed Reports



- Over 10 different out of the box dashboards with drill-down capabilities to have a detailed analysis of the survey results.
- Survey Summary and Detailed Response reports available with the option to export result data.
- Survey report offers links to the PureCloud interaction recording that lets survey admin hear customer conversations.
- Agent Ranking Dashboards helps agent evaluate their scorings compare to the rest of the team.



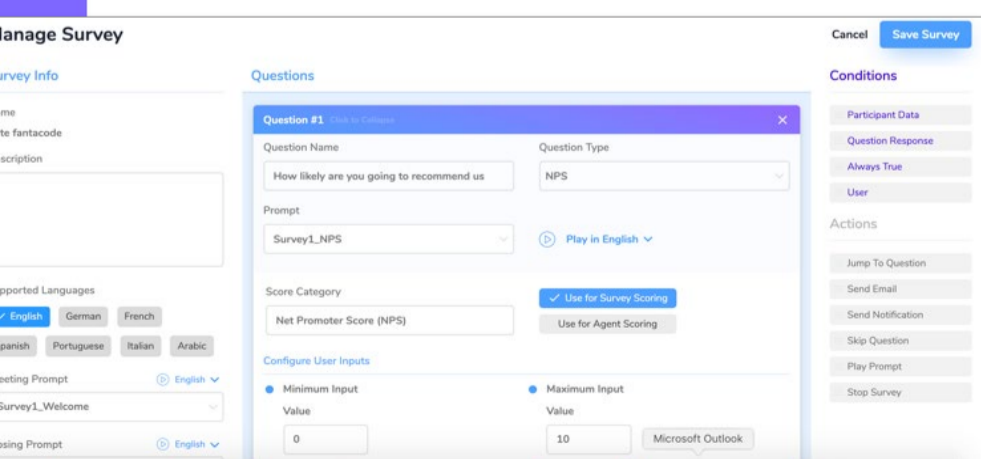
PureCloud DNA Embedded

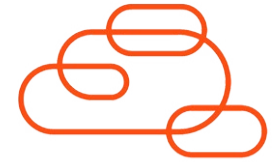
feebak has deep integrations into PureCloud which ensures you reap all benefits of the best-in-class contact center platform. With the embedded PureCloud interface and single sign-in, feebak offers a seamless experience to survey admins. Integrations for user/queue synchronization, notifications, interaction details, etc. help survey admins to create powerful and dynamic surveys easily.



Easy to use Survey Builder

- Easy to build Survey Questionnaire module with options for looping and branching based on question responses.
- Customizable scoring categories & question types with pre-built options for NPS® and CSAT survey questions.
- Multi-Language survey creation support.
- Ability to set notifications / alerts based on score / question responses.

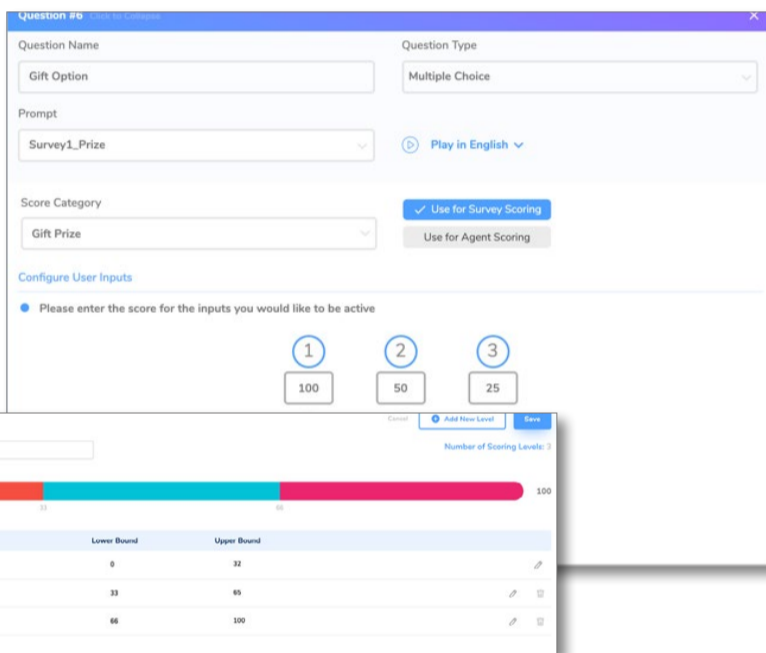
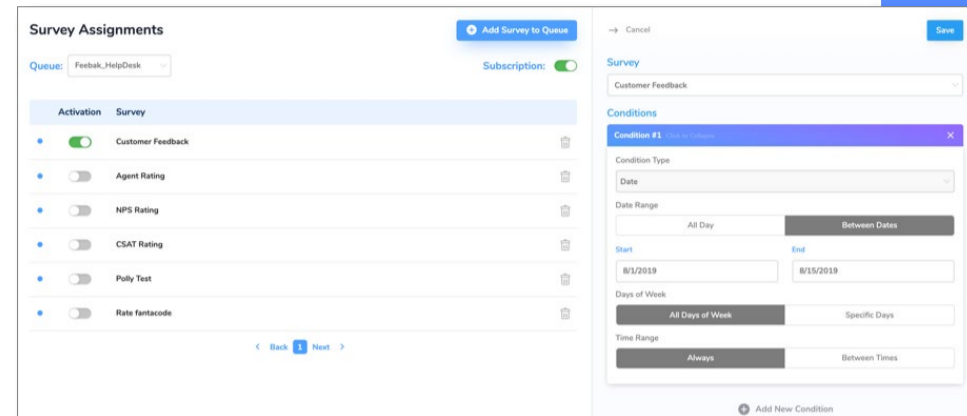




PureCloud
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Automated Survey Assignment with dynamic conditions

feebak offers a wide range of features to fulfill end-call survey requirements in your PureCloud org. With **feebak** end-call survey flows could be built in seconds using the easy to use drag and drop survey builder. This avoids the need for creating survey flows using PureCloud Architect and thereby giving the ability for business users to create, edit and activate surveys easily as needed. **feebak** surveys are offered to callers soon after the agent conversation with the caller based on assigned conditions or rules. This ensures better survey completion rates unlike the traditional approach of offering post-call surveys by placing outbound calls to customers. Different Survey assignment conditions could be set such as Date/ Time, Customer Profile, Interaction Attributes, Call Priority, etc.



Multiple Survey Question Types & Customizable Scoring Categories

Different question types are configurable in the survey-builder and customized scoring categories could be assigned to question responses. Few of the available question types out of the box are NPS, CSAT, Yes / No, Numeric Range, Multiple Choice, Prompt Only questions.

PURECLOUD INTEGRATED

feebak offers smart integrations with PureCloud at multiple levels – Embedded UI within PureCloud, Agent, Queue, Prompts synchronization, Survey publishing to PureCloud IVR, Smarter Survey decisions based on caller profile and PureCloud stats, Notifications into PureCloud.

AGENT SCORE BOARDS

Agent Scoreboards brings gamification into your contact center. With Agent scoreboard view, agents could view their average customer satisfaction scores and also compare themselves to the rest of the organization.

NOTIFICATIONS

Notifications could be triggered into PureCloud chat or individual users based on survey scores or question responses.

Interested to know more? Please contact us at sales@feebak.com to schedule a demo.



Puzhakkal Building,
Civil Station
Kozhikode, Kerala India 673020

Tel: +91 9567975798 +91 4952975798
Email: hello@fantacode.com



Support Portal
support.feebak.com



Documentation
docs.feebak.com

* The PureCloud name is a registered trademark of Genesys