

Customer Satisfaction

To exceed customer expectations, you need to determine what those expectations are. Tap into the voice of your customers by capturing their feedback across all channels they communicate with you. ClearPicture has developed an automated Call Centre solution that allows a survey to be sent automatically after a Help Desk case has been closed. This survey provides our customers with valuable customer satisfaction data. Customers are also able to compare results across accounts and other call centers. ClearPicture's standard customer satisfaction solution is already benefiting many clients today.