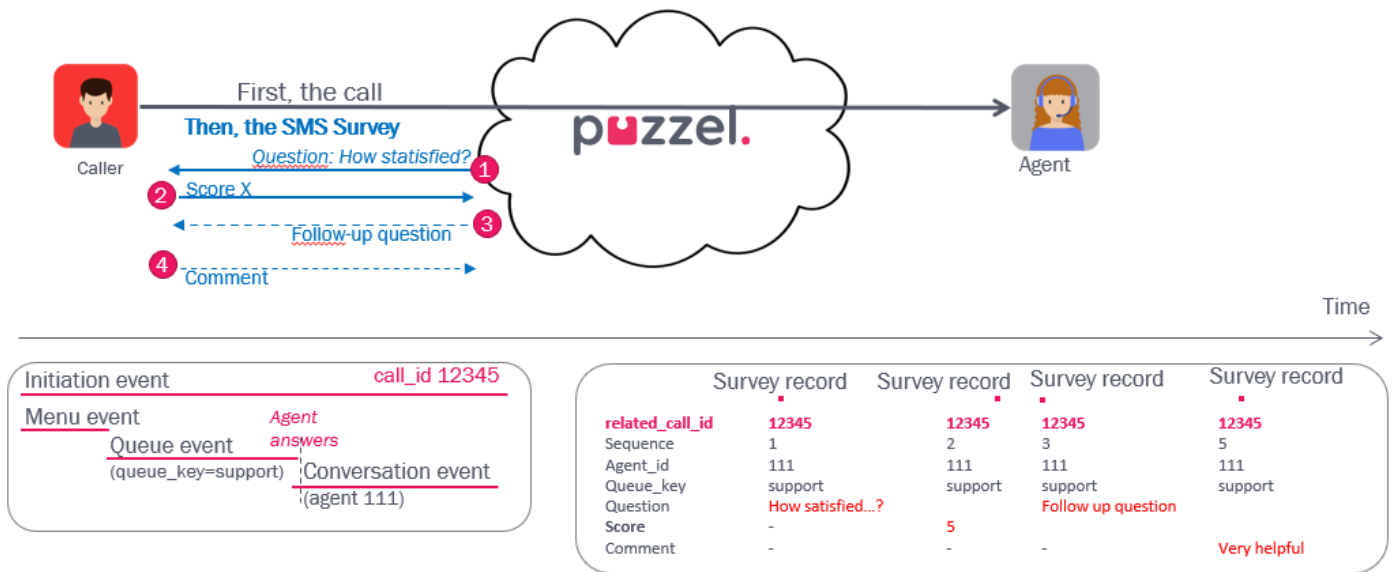


Survey records

SMS survey

For Puzzel customers with SMS Survey, an SMS with a question can be sent to the customer after a call ('How satisfied...', on a scale from x to y?'), and the customer might answer by sending an SMS with a number/a score, e.g. 5 or 9. The SMS Survey service usually sends a Thank you message, but you can configure that a special Follow-up message be sent when receiving a very low and/or very low score. If the customer answers on such a Follow-up message, this message is stored as 'Comment' in a new record.

SMS Survey records are stored in table [surveys](#).



There might be 0, 1, 2, 3 or 4 SMS survey records per call_id.

- For the 1st SMS sent to a customer, a record with the question is created (sequence=1)
- For the 1st answer (usually only containing a score) received, a new record is created (sequence =2).
- If a Follow-up message is sent to the customer, the question/message is included in the Question field in the record with sequence #3.
- If the customer answers on this Follow-up message, a new record with a 'comment' is created (sequence =4)

If the customer for some reason sends a new SMS after receiving the standard Thank you message, we usually generate a record with sequence #3 for this 'comment'.

Records with sequence =1 are always **fertile** (true), and records with sequence 2, 3 or 4 are usually not fertile.

The **destination** is the mobile phone number that the survey is sent to.

The survey records contain **agent_id** and **queue_key**, so that you easily can calculate e.g. average score per queue and/or per agent. Please note that for calls that were transferred, the SMS Survey record usually contains the last queue_key and the last connected agent's id.

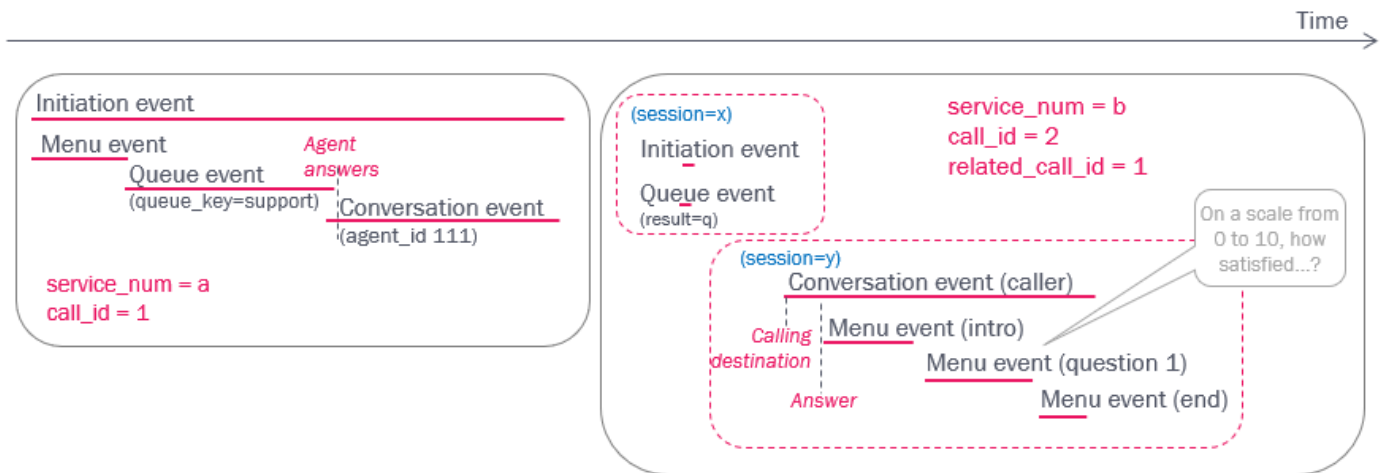
The SMS survey records also contain **related_call_id** (and related iq_session_id), so that the survey results can be linked to the calls. With these survey records, you can calculate the average score per queue and/or per agent and relate it to e.g. wait time in queue and speak time to see how wait time and agent speak time affects the score. If the related call_id has more than one answered queue event or more than one answered conversation event, the survey record usually contains

the id for the last queue and agent.

Callback Survey

A Survey (callback) call is a (web) callback from Puzzel IVR to the person that just finished the call with the agent. The Puzzel IVR might ask one or several questions (different menu events).

A callback Survey does not result in records in table surveys! The Survey call has its own call_id and usually another service_num than the main Puzzel solution, and the results will be found in menu events in the call_events table.

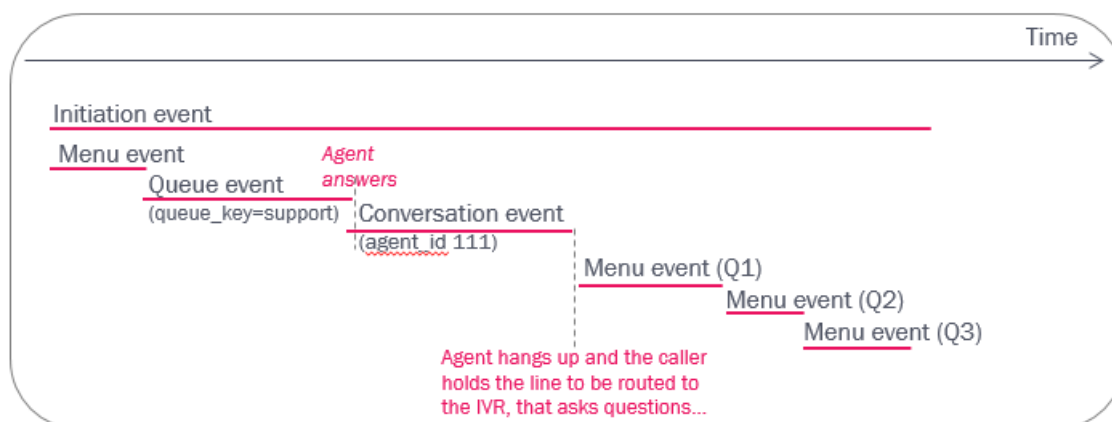


The link between the call to the service where the caller spoke with the agent and the Survey call can be found in table call_relations (if configured by Puzzel that the main service's session is sent to the survey service as system_related_session_id). For this example there will be a record in call_relations with call_id=2 and related_call_id=1.

Hold-the-line Survey

In this Survey type the caller is asked to hold the line after the agent hangs up. If he/she does, the Puzzel IVR will ask question(s) to the caller.

A Hold-the-line Survey does not result in records in table surveys! The Survey answers (DTMF values) to the Survey questions for a caller can be found in different menu events in table call_events in the same call_id as the incoming call.



Chat Survey

After a Puzzel Chat, the chatter will be asked a Survey question, if configured. Chat Survey records are stored in table

surveys. There might be 0, 1 or 2 Chat survey records per call_id for chat.

- When a chatter is offered a survey, that is, to rate the chat he/she just finished, a chat survey record with the question is created (sequence=1)
- If the chatter answers the survey (enters a score and optionally a comment), a new chat survey record is created (sequence =2)

The chat survey records contain agent_id and queue_key, so that you can calculate e.g. average score per queue or per agent (without linking the survey records to the previous chat records).

Note

For a chat where the first connected agent invited another agent into the chat, the Chat Survey record usually contains the initial queue_key and the last connected agent's id.

The chat survey records contain related_call_id, so that the survey results can be linked to the chats and their queue wait time, chat speak time etc.

