



“Your feedback is important to us...”

DemandVoice Survey Module

Do you want to know what your customers are thinking right now?

Have you thought of using a Speech Recognition Survey?

What is possible?

Using the Inference Survey Module any business can, using a simple Web interface, design and deploy their own speech recognition surveys or promotions real time. These surveys or promotions may be designed to be completed by customers calling your business or they can be designed and deployed as outbound surveys. All results are automatically available real time online.

Don't wait for a customer to get around to completing a survey online or filling in a paper based survey and returning it to your office. Capture their thoughts on the phone with a simple, engaging and effective set of questions. It is all possible and affordable!

Data Collected - Inbound

- How many callers called the system?
- When did they call?
- Where did they call from?
- How did they respond to questions?
- Did they provide any additional comments? (It is possible to include questions asking for additional comments if desired.)

Data Collected - Outbound

- As above but also who completed the survey

Advantages

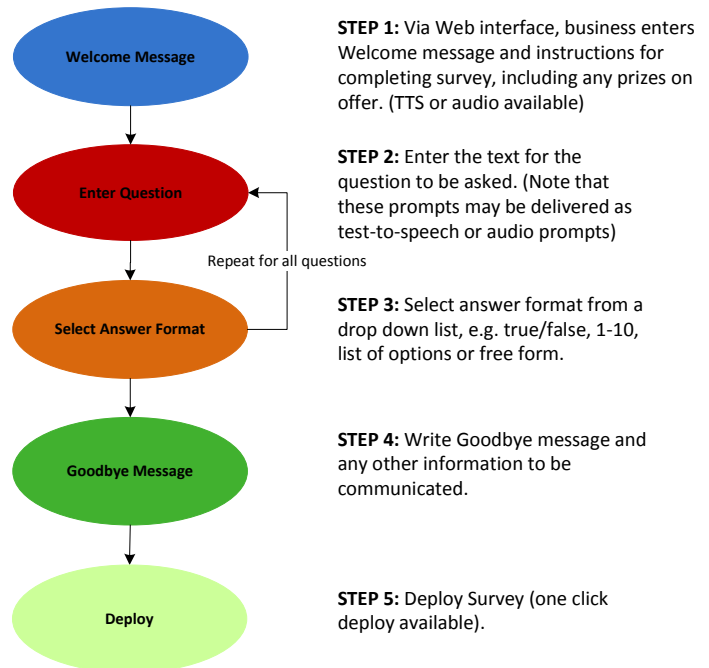
- Reduce costs (This can be a fully hosted service and you just pay for what you use).
- Report on results real time via simple Web interface.
- The speech recognition really works, because it is based on Inference's award winning technology.
- Very simple to manage and maintain.
- High customers opt in rates due to the immediacy of the channel.
- Multiple uses, including
 - ✓ Inbound Survey
 - ✓ Outbound Survey
 - ✓ Product Promotion
 - ✓ Competition Hotline
 - ✓ Emergency announcement
 - ✓ Many others

Revenue Models

This module opens up opportunities for businesses to establish new revenue models – please contact Inference for more information.

This solution is available as a fully hosted, out of the box solution. Calls maybe processed by DemandVoice which is fully redundant and pre-configured for optimal performance.

Survey Solution



Follow the above simple 5 Step Process required to develop and deploy your own speech recognition Survey or Promotion.



DemandVoice, LLC is a voice application hosting company based on open standards, like VoiceXML, providing customers benefits like portability, no large capital expenditures, fastest time to market, and protection for their software investment. We offer telephony “Infrastructure as a Service” and are experts in Operations (so you don’t have to be).

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