TouchCommerce Automated Offerings

TouchSurvey Use Cases

March 2016

TouchCommerce

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TouchSurvey Use Cases

1. **Pre-Chat Survey**
2. **Feedback Survey**

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Pre-Chat Survey

Synopsis

- Gathers information about the customer before they interact with the chat agent

Use Case

- Asks the customer several questions about themselves and their inquiry so by the time the customer is connected, the agent knows all the required information

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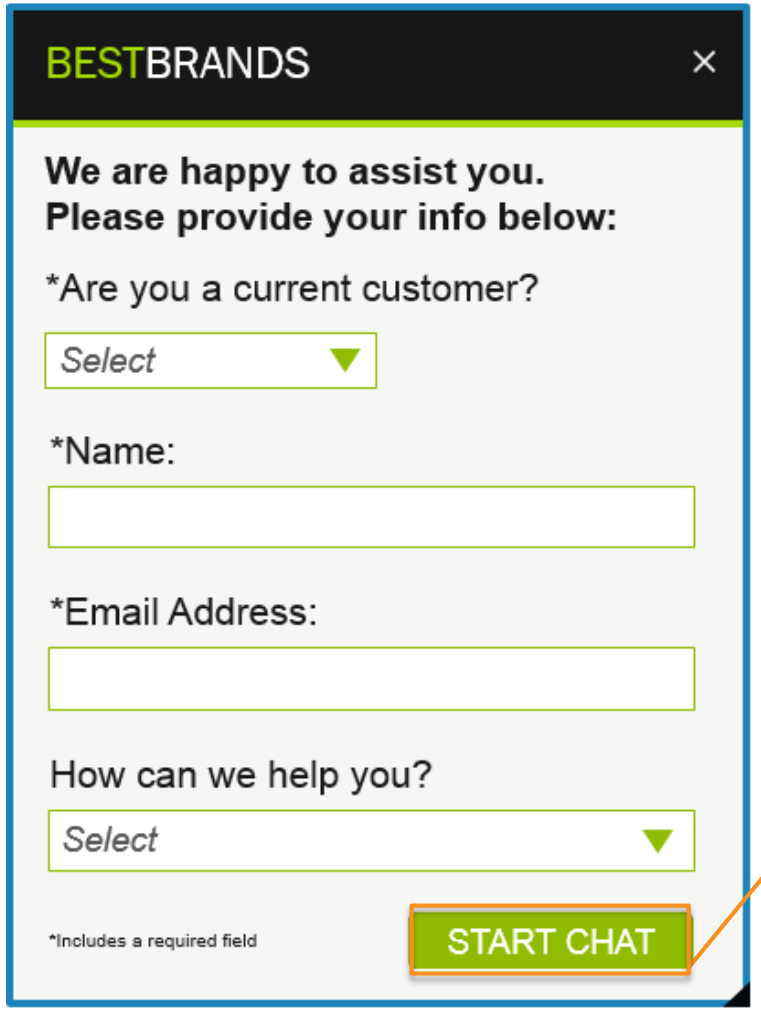
Pre-Chat Survey



You: <!--Data Pass -->
Are you currently a customer?: Yes
Name: John Doe
Email Address: JohnDoe@mail.com
Cell number and/or Serial #: 888-888-8888
How can we help you?: Billing Question
URL: http://bestbrands.com/embeddedPrechat.html
Page Marker: TF-EmbeddedPrechatembeddedPrechat.html

The box above displays the data pass that would be sent to the agent prior to chatting.

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TouchSurvey Use Cases

1. Pre-Chat Survey
2. **Feedback Survey**

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Feedback Survey

Synopsis

- Use to aggregate user information and summarize results to better a subjected experience.

Use Case

- Use to collect information on certain topics with hopes of getting enough results to aggregate data
- Produce a summarized analysis of what the masses think could be fixed or enhanced within the subject matter being surveyed

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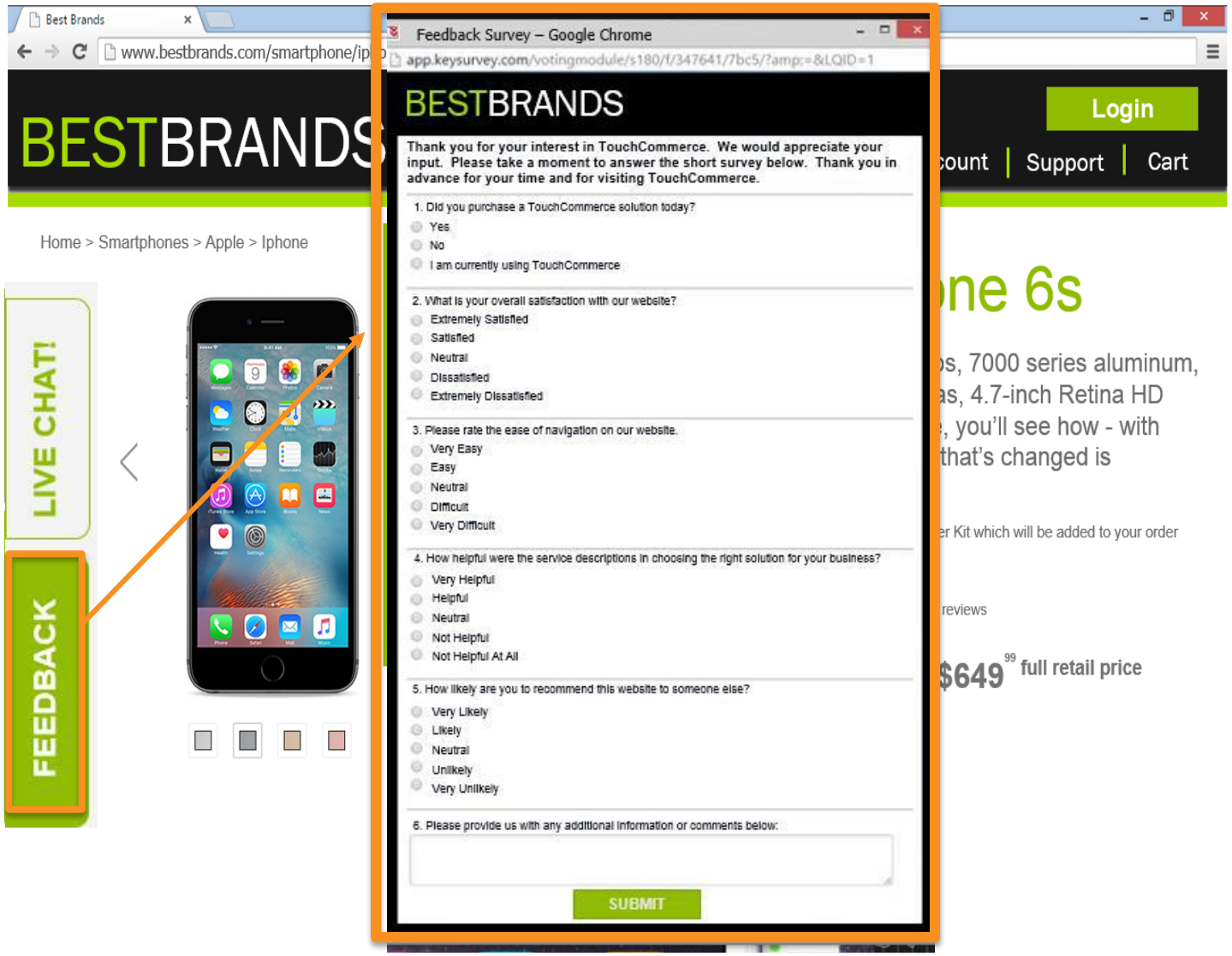
Feedback Survey



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