

## Measure Caller Satisfaction with the MicroAutomation IVR Survey for Healthcare

Quantifiable customer satisfaction information is critical to the success of any healthcare organization. A caller survey gives organizations the information they need to effectively monitor their contact center performance. With this capability, organizations can collect valuable data from their customers and/or employees to identify opportunities to improve caller satisfaction levels.

MicroAutomation supplies the technical and business knowledge to ensure that the solution will meet your needs, provide the greatest return on investment and increase customer satisfaction and loyalty. Today, you need to do more than provide an answer to a customer request, you have to focus on the entire caller experience.

### IVR SURVEY FEATURES

A MicroAutomation IVR Survey solution for Healthcare has the following features and/or capabilities:

- Easily integrates with existing call center infrastructures
- Dynamically allocates call percentages to route callers to the survey based on your specific business rules
- Offers on-premise, turn-key deployment options
- Provides immediate notification to a live agent or manager based on individual survey results or negative feedback thresholds pre-set by you
- Includes real-time and historical reporting options
- Instantly change survey questions to meet the changing needs of your callers
- May include inbound or outbound surveys, such as an outbound "Wellness" survey offering pro-active service notifications and gauge customer interest

### ABOUT MICROAUTOMATION

MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies



implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

### CONTACT US FOR FURTHER INFORMATION

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### SOLUTION BENEFITS

A MicroAutomation IVR Survey solution for Healthcare:

- Can be offered to a percentage of callers or can be scaled to all callers
- Has real-time and historical reporting capabilities customized to meet your needs
- Has an Administrator interface that allows the survey to be easily modified, such as the ability to add extra questions for callers that leave negative feedback
- Can be programmed to contact your customers with updates on new product offerings
- Is developed by our award-winning professional services team with extensive experience in the healthcare industry

