



Rivait
Software Systems Inc.

Surveyor Call Center Management Software

The crisis line environment can be very stressful. Surveyor was designed to specifically meet the needs of a crisis centre and reduce the problems of data collection and reporting. Agents need software that will improve the caller's experience with your organization. Surveyor allows your agents to provide a much higher quality call experience by building in knowledge rules designed by your call centre. This process acts as a knowledge transfer system. As Surveyor collects data, it directs you to other required information.

The caller experience, data collection and reporting are important issues for training, fundraising, influencing government policy and research. The more detailed analysis you provide about your clientele, the more leverage you have over these activities in the future. Surveyor dramatically increases your ability to collect data and create effective reports to help you make better management decisions.

Key Features

- ◆ Web client access for simplified deployment
- ◆ Integrated access to online referral database
- ◆ Reporting engine that will integrate with third party reporting tools for easy analysis of your data
- ◆ Multi language support within single codebase
- ◆ Rules based questions to allow building of "smart surveys"
- ◆ Separate administration utility for setup, maintenance, and definition of surveys
- ◆ Excel based reporting and access to statistical analysis of dimensions (regression testing, correlation, forecasting)
- ◆ Integrated Google and Yahoo mapping
- ◆ Switchboarding for monitoring of agent status
- ◆ Flexible licensing and hosting model



Surveyor Overview

Collect Data

Recognizing that the data required in a crisis line environment is constantly changing, Surveyor's SmartQuestion™ dynamically alters questions based on previous responses from the caller. As questions are answered, Surveyor is analyzing the responses and determining which questions to ask next. The end result is an information collection process capable of intelligence and flexibility. For example, this means that child-related questions would not be asked of a caller identified as an adolescent or, conversely, questions specific to an adolescent caller would not be asked to a child.

Client Referrals

The ability to collect information on a caller is only part of providing a complete solution. Surveyor has an extensive referral database framework which could be populated, then searched for those callers in need of additional help. This database stores and categorizes information on other agencies which operators can easily access on-line and relay to the caller. Included in the referral database could be agencies such as suicide lines, medical emergency numbers, homeless shelters, assaulted women's help lines and substance addiction help lines. Any call can optionally be linked to the referral database. Information taken from the referral database and given to callers can be tracked and saved in the call record.

Analyze Data

Our extensive experience designing data marts and warehouses was used to create a simple, yet powerful reporting engine. This architecture allows us to support very small call centers and extremely large enterprises. We recognize that one of the challenges with collecting large amounts of data is creating a straightforward method for presenting it. Our database, along with Star Schema Creation Utility takes the data and builds it into standard reporting dimensions. These dimensions can be used by any commercial tool such as Excel, Crystal Report and MS Access for easy extraction and analysis. Our trainers will show you how to apply statistical models to your data to find correlations and make predications as to future collection patterns.

Testimonial

Kids Help Phone has used Surveyor for over 10 years. Our counselors find it easy and effective to use the software during and after calls to help them capture the important issues our callers share with us. During what are often very emotional discussions for callers and professionally challenging interactions for counselors, the software is a dependable reference point in the counseling process. Furthermore, once calls are recorded, we are able to store and analyze what we have heard from our young callers to learn from it to improve our service, enhance our fundraising and contribute to prevention efforts. For us, the software is our organizational memory and we wouldn't consider operating without it.

Ted Kaiser, VP IT, Kids Help Phone