

SERVICETICK ✓
A Davies Company

Click Through



February 2019



Filtered responses at your fingertips

Get to the heart of feedback with **one click**

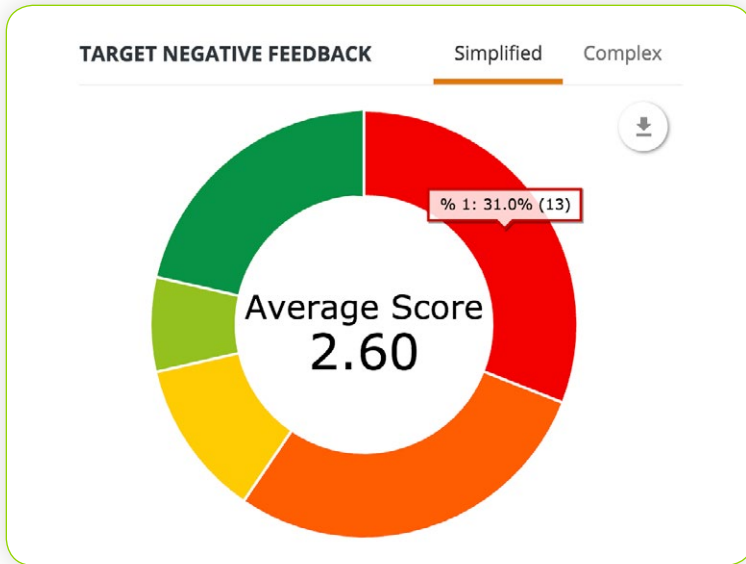
Clicking a widget item or data point will open a new browser tab containing a filtered view of these responses

Supported widget types are as follows:

- Bar Chart
- Stacked Bar Chart
- Comparison
- Feedback
- KPI
- Pie Chart
- Data Table
- Trend Graph
- NPS



Target negative feedback instantly




Survey Name	Received	Agent Name
Test Email survey	01/10/2018 10:08:54	Teagan Ferdinand
Test IVR Survey	04/10/2018 13:00:40	Tayler Selby
Test IVR Survey	09/10/2018 11:01:23	Tayler Selby
Test IVR Survey	09/10/2018 11:05:08	Tayler Selby
Test Email survey	12/10/2018 15:34:47	Online
Test Email survey	15/10/2018 09:58:48	Teagan Ferdinand
Test IVR Survey	15/10/2018 09:58:53	Tracey O'Trace
Test IVR Survey	17/10/2018 11:23:30	Stanley Atlas
Test IVR Survey	23/10/2018 12:47:24	Teagan Ferdinand
Test Email survey	31/10/2018 15:18:11	Teagan Ferdinand



Drill down into agent feedback



DRILL DOWN INTO AGENT FEEDBACK

Actions 

Agents	Resonses	Completed	Partial
Marvin O'Reagan	2	2	0
Teagan Ferdinand	12	6	6
Tracey O'Trace	21	20	1
Xavier Bentley	2	2	0

Showing 4 of 4 records



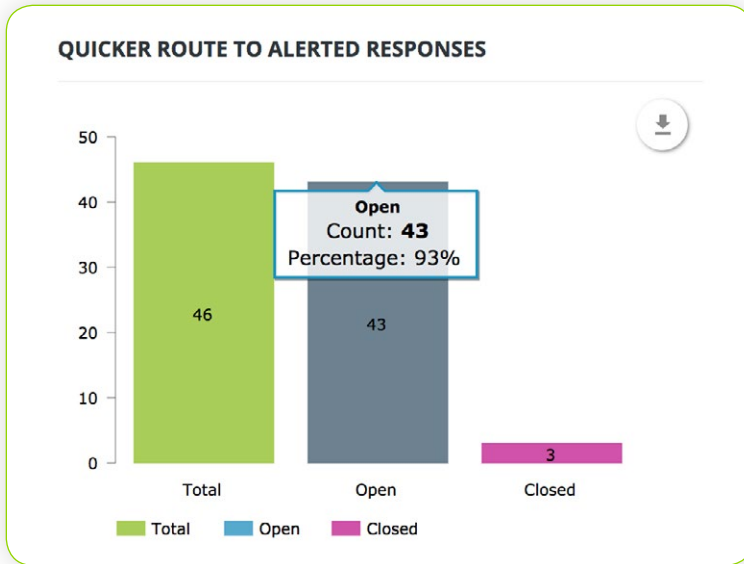
Survey Responses

Finished **12** In progress **0** Exports

Show

Survey Name	Agent Name	Received
Test SMS Survey	Teagan Ferdinand	04/06/2018 14:52:10
Test Email survey	Teagan Ferdinand	27/06/2018 11:01:47
Test Email survey	Teagan Ferdinand	27/06/2018 11:01:47
Test Email survey	Teagan Ferdinand	27/06/2018 11:08:22
Test Email survey	Teagan Ferdinand	27/06/2018 11:10:31
Test IVR Survey	Teagan Ferdinand	27/06/2018 11:19:45

A quicker route to alerted responses



Survey Responses

Finished **32** In progress **0** Exports

Show

Survey Name	Agent Name	Received
Test Email survey	Tracey O'Trace	03/12/2018 11:29:24
Test IVR Survey	Taylor Selby	03/12/2018 11:59:54
Test SMS Survey	Foster Frederick	03/12/2018 12:00:53
Test Email survey	Foster Frederick	03/12/2018 12:01:36
Test IVR Survey	Tracey O'Trace	03/12/2018 12:06:08
Test SMS Survey	Tracey O'Trace	03/12/2018 12:06:37



Unlock your feedback's potential

Easier to engage with feedback

Quicker than manual filtering of data

Smarter support for any pre-configured widget filtering

