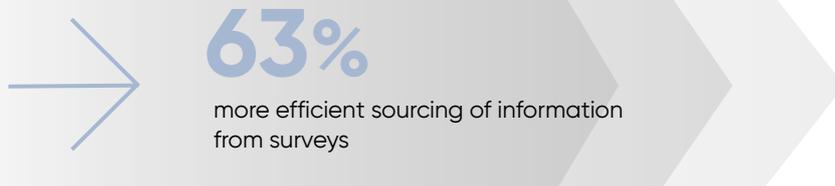


# Satisfaction survey



vee provides comprehensive information on customer satisfaction

Understanding of business, developed conversation algorithms and knowledge of human behaviors **are the elements contributing to effectiveness of vee solutions.**



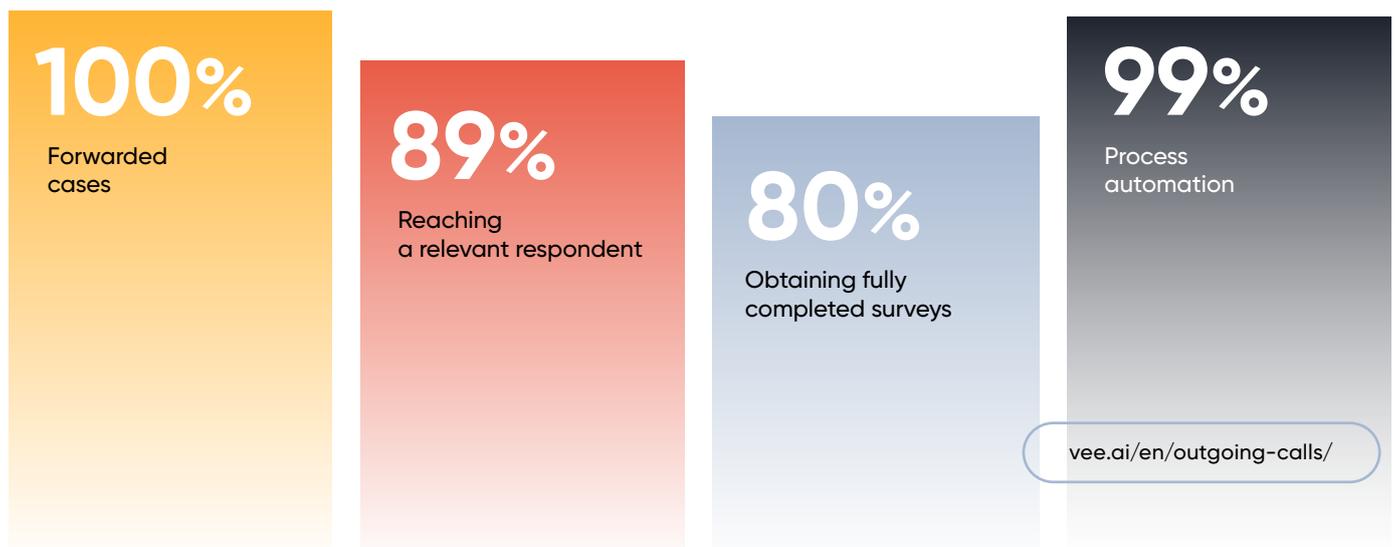
Satisfaction survey is a process which often lacks necessary resources – frequently reserved for other service processes. As part of the satisfaction survey process, vee sources information from comprehensively conducted surveys much faster than CC consultants, and as much as 63% more effectively than other information sourcing channels.



**\$0.99**

This is the price for which vee will comprehensively fulfil the task by you, ensuring proper infrastructure, monitoring, process development and our support.

Effectiveness at every step of the process



# How vee talks

01

📞 ...on the scale of 0 to 9 (with 0 as the lowest, and 9 as the highest grade), how highly would you recommend your friends to visit our service office?

👤 *Well, you know, all those who belong there will surely come there, receive competent service, and that's it, right? Of course, I'm going to say so. Naturally.*

📞 Thank you for the information. I understand you would recommend us, but please tell me how would you assess us, on the scale of 0 to 9.

👤 *I'm going to say 9...*

03

📞 ...on the scale of 0 to 9 (with 0 as the lowest, and 9 as the highest grade), how highly would you recommend your friends to visit our service office?

👤 *I mean, the experience was very positive, pleasant, heart-warming. I'm definitely giving it a 9.*

📞 Thank you, I have no more questions. Thank you for your answers and your time...

05

📞 ...Your opinion is very important to us, therefore I would like to ask you a few short questions as to your satisfaction with the contact with our representative. Could you spare me some time?

👤 *Well, it's Women's Day today, so I could not refuse you, although right now, I'm having dinner.*

📞 I see. Maybe I could call you at a more convenient time?

02

📞 ...on the scale of 0 to 10 (with 0 as the lowest, and 10 as the highest grade), how would you assess the professionalism of the person handling your issue?

👤 *Ummm...8?*

📞 Thank you for the information. What could the Consultant improve, to gain the maximum score?

04

📞 ...I would like to ask you a few brief questions about the service quality. Could you spare me some time?

👤 *Wait a minute, I'm making a bank transfer now, but it won't take too long, right?*

📞 Thank you! It will take a few minutes. Let me start by asking, whether we resolved your issue during your visit at the office?

06

📞 ..I'm calling on behalf of the Insurer, with regard to your complaint. Please be informed that the conversation is being recorded. May I continue?

👤 *Not now, honey. I'm dressed to go shopping. I'm all dressed up, got my shoes on, and I'm getting hot.*

📞 I see! When could you find some time to talk?

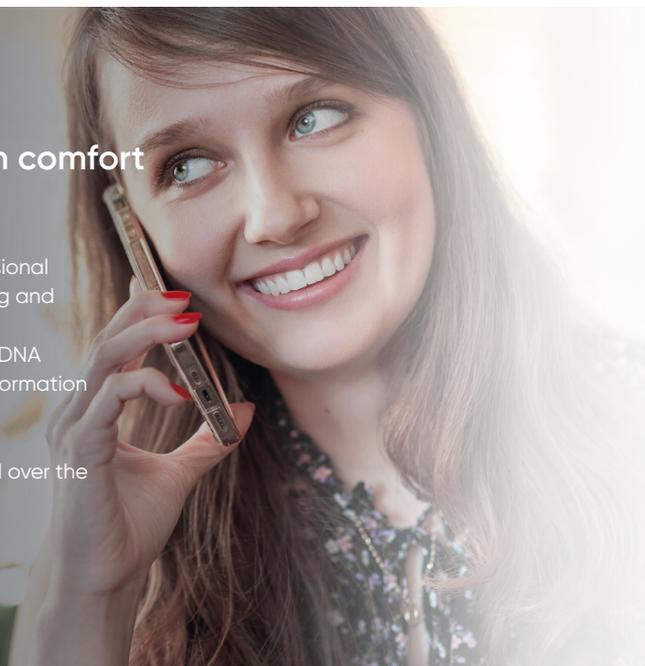


## Care for conversation comfort

### vee:

- ✓ ensures competent and professional service, with no need for training and supervision
- ✓ has kindness embedded in her DNA
- ✓ provides clear and accurate information ensures readiness to work
- ✓ 24/7/365
- ✓ has a smile which can be heard over the phone

↘ Listen to vee





## Quality dedicated to institutions

- 01 energy and gas suppliers
- 02 assistance
- 03 banks
- 04 insurance companies
- 05 telephone operators
- 06 internet providers
- 07 medical institutions, etc.



## Synergy of competences with CC

vee conducts 99% of surveys independently, without the involvement of contact center consultants. As a result, any possible difficult talks have no impact on the employees' mood, and the consultants may utilize their competences in other areas of telephone service.



## Low cost, clear rates

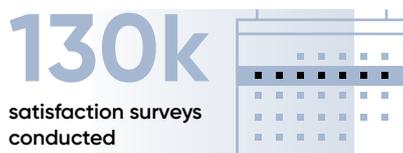
Payments for services are settled in a clear and predictable manner. vee charges fee per record directed for processing, and its cost takes into account up to 6 call attempts to ensure highest chance of establishing contact. Depending on the process, the RPC rate is from 56% to 89%. Achieving such effectiveness with the help of vee is, on average, 55% cheaper than using traditional methods.



## Unlimited scale of service

Surveying may be conducted on a regular basis or in cycles and to do so vee utilizes as many as 600 telephone channels resulting in more than 130k satisfaction surveys per week. Entrusting this process to

vee lets CC employees focus on less monotonous and less frustrating tasks with higher business significance.



Satisfaction survey



## Complex understanding of interlocutor's intentions

98% of vee's interlocutors are unaware that the kind and friendly-sounding voice they hear on the phone does not belong to a human being. vee is designed to provide interlocutors with maximum phone call comfort. It does not expect commands. It analyzes multi-faceted utterances, aware of the fact that natural language is not a literature.



## High security standards

Implementation of processes in accordance with ISO 27001 is confirmed by the certificate, as well as by the results of audits conducted on a regular basis by our customers from the financial and medical sector. Security of our and our customers' data is a priority for us, therefore we keep raising the standards of our security features, and test them regularly.



## Clear analysis of results

We set a high standard of effectiveness for vee, and her KPIs are defined in the same way as for CC. As a result, clients can compare service effectiveness objectively and gain trust that vee helps them accomplish a business goal each time. Our customers may track the service effectiveness via a console, where they observe a real-time process results, identified by clear call outcome statuses.



## Process adaptation to business needs

Awareness of the level of satisfaction with products or services is crucial not only for increasing the loyalty of recipients, but also for designing and measuring the sales level, and for the possibility of taking measures to optimize customer service.

## Process variants

1

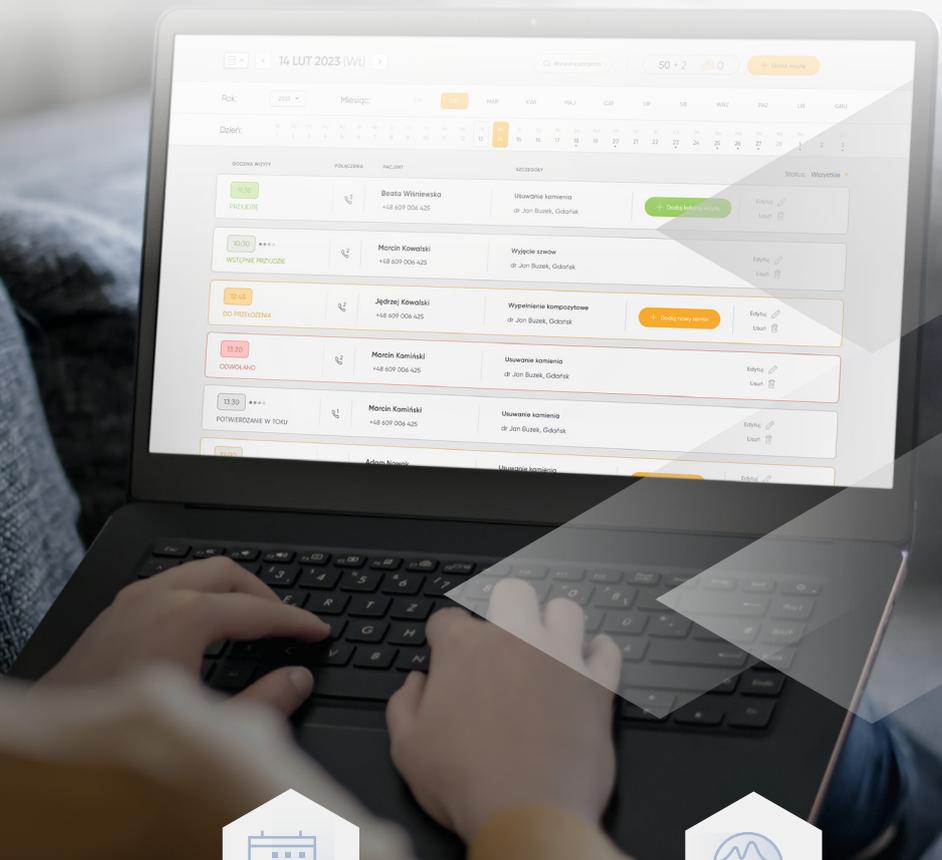
### CSAT

Customer Satisfaction – satisfaction survey conducted after direct contact between the user and the company, where neutral or negative assessments are elaborated on by vee, by asking additional questions.

2

### NPS

Net Promoter Score – customer loyalty survey. Opinions of critical and neutral respondents result in the survey being more thorough in order to gain information on areas of improvement.



## Addressing circumstances beyond the process

Every conversation with vee takes account of situations not related to the process, occurring naturally in real-life communication, among others:

- request for calling on a different date
- indicating a different contact person
- request for repetition of utterance
- questions about data security
- penguins' love life :)



## RPC maximization

Satisfaction survey is a process where the first impression of the conversation is a key factor of a successful survey. Interlocutor's little desire for talk requires kind wording and empathy expressed in utterances. It is also a process requiring developing the schedule of attempted calls, which, taking account of individual behaviors of interlocutors, will adjust hours of calls and proper intervals between successive attempts, in order to reach the relevant respondent and conduct the survey.



## Current call supervision

Constant monitoring, verifying every call made by vee, not only confirms that the service works as assumed, but also makes us aware of interlocutors' expectations and change in their behaviours. As a result, we adapt the service provision method to requirements and expectations of vee's respondents.



## Secure data exchange

Thanks to the application of all popular API protocols, vee flexibly adjusts to the client's data exchange systems. We also support data exchange based on flat files, at the same time catering to maximum security of exchanged information.



## Tailored telco infrastructure

If it is necessary to integrate vee with the client's telco infrastructure, the process is fast and easy. SIP Trunk connection makes it possible to limit the involvement of our clients' IT teams, and, at the same time, to maintain low costs of record processing.



## Call recording

It is important to our clients to know how the calls made by vee went. Therefore, vee's console contains a detailed record of all calls made as part of the assumed process. The recorded calls (along with their transcription) and history of contact details guarantees safety, making it possible to retrieve necessary information as needed.



## Continuous optimization included in the price of record

Service process is never static, that is why we pay so much attention to vee's development. As a result, calls made by vee are adapting not only to respondents' behaviors, but also to the ever-changing business environment.



## Process experience

Thanks to millions of calls made as part of satisfaction survey, vee perfectly knows how people communicate, when talking about their experience with the company, its offer or product. She also knows how to adapt to them, thanks to which she understands its interlocutors in 99%.



## Callback processing

A respondent might not answer the phone at all times. vee, however, will answer any callback and implement the service process as comprehensively, as in the case of an outgoing call.



## High-volume service

Currently, vee surveys the level of customer satisfaction among leaders in assistance, electricity and gas sellers. A pleasant phone call offered by vee makes its NPS result, on average, 5% higher than the result achieved by consultants.



## Ready to go

Cost of vee's configuration is, on average, \$5k. To prepare vee to work in your company, you need no more than 3 business days from the moment of signing an agreement. After that period, vee will be ready to serve your customers.



## Automatic periodic reports

Using a console provided as part of the vee service, clients may not only track campaign's progress in real time, but also generate a complex analytical report, enabling a broad-context assessment of vee's effectiveness.



## Contact

### Vee Center

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00-844 Warszawa

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office@vee.ai

Here are some of the partners  
whom vee supported in  
telephone customer service:

