



Professional Services

Transition Services

Hassle Free Platform Transition

Make transitioning to a new data collection system swift and easy. Your team is provided with extensive training to ensure users are completely comfortable with the new platform and are productive right away.

Move the Most Complex Studies with Confidence

Post-process and rigorous pre-launch testing assures transition of live surveys to the platform will be accomplished without loss or corruption of data. All of your data will be accessible in one easy to access file, and it will be simpler than ever to manage the survey going forward.

Simplify Onboarding for Your Team

We provide training and share best practices with your team in areas like: Sample management, Multi-modal survey, Process automation, Quota, Data collection, Dialer optimization, Survey operations, Tabulation and much more.

Programming & Reporting

Extend you capability

Let us help you when you need to set up and manage highly complex, multi-language or multi-mode surveys without adding resources.

Advanced Programming & Survey Design

Let us review your data collection processes and recommend ways to optimize results or provide complete design and programming of surveys so you achieve quotas fast. You'll benefit from our capabilities in: Multi-mode, Multi-language, Ad/media/pharma, Conjoint/choice, Third-party integration and much more.

Optimized Reporting and Data Collection

Our team can help you prepare data for downstream analysis and reporting. Examples of reporting we can provide: Cross tabs, Production reports, Data files, Open-end coding, Data cleaning & manipulation, Data entry, Data conversion, Multi-source data aggregation, Report-ready charts and graphs.

Enterprise Integration

Keep customer data in sync

We can automate the data transfer between your CRM, POS, or other enterprise systems and surveys so you have access to all data all the time. We work closely with your organization to determine frequency, integration approach, and your on-going management needs to effectively scope your service.

Maximize your ability to collect CX feedback

We equip you to collect detailed customer insight with post-transaction customer experience surveys precisely. You can survey every customer, every xth customer or set contact rules like geography, time zone or any other qualifier to get the insights you need.

IVR Services

Add IVR with No Investments in Technology or Infrastructure

Our IVR Service lets you easily collect customer data without technical hurdles. You provide the survey and list, and we do the rest. Our experienced professional services team can partner with you to architect an efficient system to integrate customer survey data across all enterprise systems—insights platforms, CRM, Help Desk, Point of Sales transactions and/or data repositories.

Sophisticated Software and Professional Services

Collect verbatim feedback quickly without requiring an interviewer. Record customer comments to capture their inflections and emotions. Measure the performance of multiple customer service centers/service providers. Gather post-transaction customer feedback for individual performance monitoring. Collect feedback from demographics with low internet adoption/use. Incorporate IVR response directly into 3rd part studies.

IVR Applications

Whatever your survey requirements our team has the experience to help you achieve results quickly and economically with Inbound Survey, Outbound Survey and Survey Transfer.