

Post Call Survey Module for FreePBX

Post Call Survey module allows FreePBX users to easily conduct the customer satisfaction survey right after the Agent finished the conversation with caller. This add-on being develop as standard module for FreePBX which makes it easy to install and integrate with Queue module of FreePBX.

How it Works?

- Once **Post Call Survey** module installed and configured, agent will simply hang-up the call and the call will be connected to designated survey.
- Module play the survey announcement and capture the caller input and call will be terminated once successful survey capture.
- Invalid announcement played if caller selects invalid option and timeout message would be played if caller did not select any entry within 10 seconds after survey announcement.

The screenshot shows the 'About Survey' configuration page in FreePBX. It includes fields for Name, Description, Survey Announcement, and Queues. Below these is a table for adding survey entries with columns for Key, Value, and a Remove button. The footer includes logos for freePBX, Sangoma, and copyright information.

The Survey list shows all available surveys and provides Edit/Delete and Result option to retrieve reports.

+ Add Survey			
Name	Description	Action	Result
Post Call Survey 1			

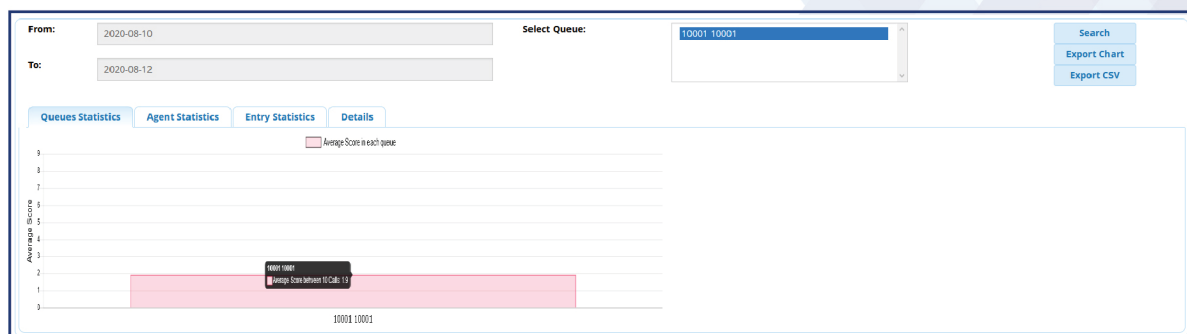
Showing 1 to 1 of 1 rows

Disclaimer: FreePBX is a registered trademark of Sangoma

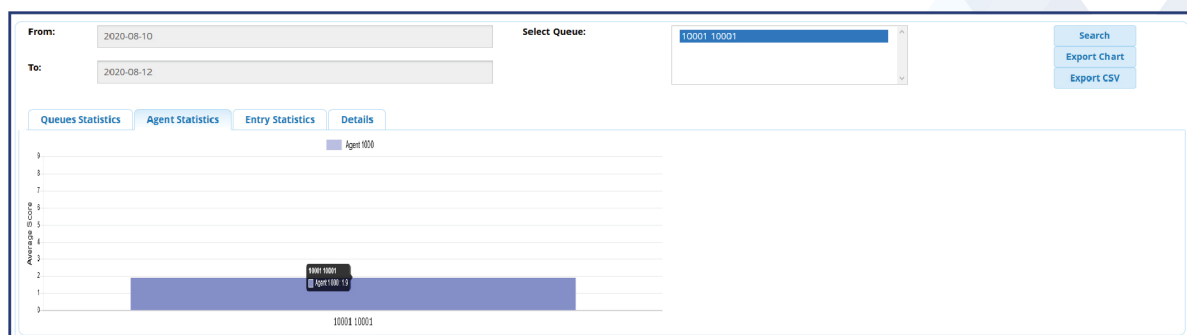
Reports

The report provides variety of information per queue and agents based on selected time frame

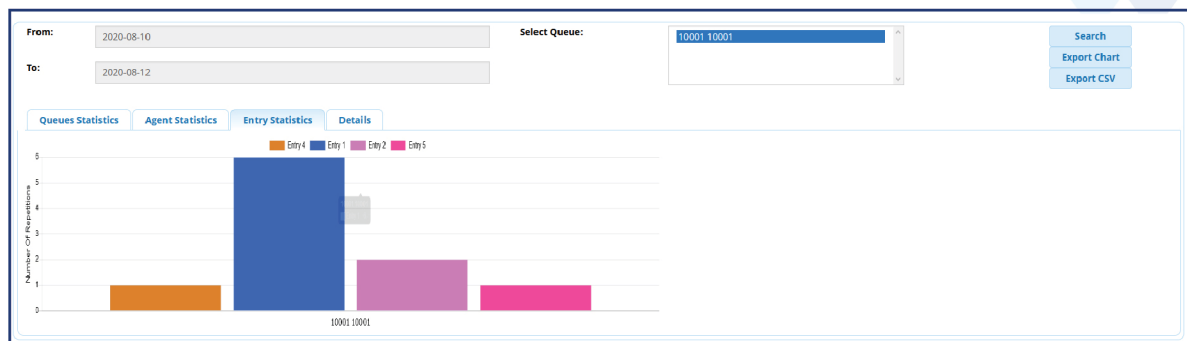
- Queue Statistics: display average score of queue for selected period
- Agent Statistics: display average score of agents for selected period
- Entry Statistics: displays the statistics for each option
- Detailed: Detailed report per call with link to CDR and call recording (if recording is enabled)



Report: Queue Statistics



Report: Agent Statistics



Report: Entry Statistics

From: 2020-08-10 To: 2020-08-12 Select Queue: 10001, 10001

Search Export Chart Export CSV

Queues Statistics Agent Statistics Entry Statistics Details

#	Survey Name	Queue Extension	Caller ID	Agent	Entry	Date	Recording	More
1	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	4	2020-08-12 06:34:36		More
2	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	1	2020-08-12 06:34:24		More
3	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	1	2020-08-12 06:34:09		More
4	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	1	2020-08-12 06:33:54		More
5	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	2	2020-08-12 06:33:21		More
6	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	1	2020-08-12 06:33:08		More
7	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	1	2020-08-12 06:32:14		More
8	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	2	2020-08-12 06:30:02		More
9	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	5	2020-08-12 06:29:05		More
10	Post Call Survey 1	10001, 10001	+603 2787 9191	1000	1	2020-08-12 06:28:28		More

Showing 1 to 10 of 10 rows

Report: Detailed

