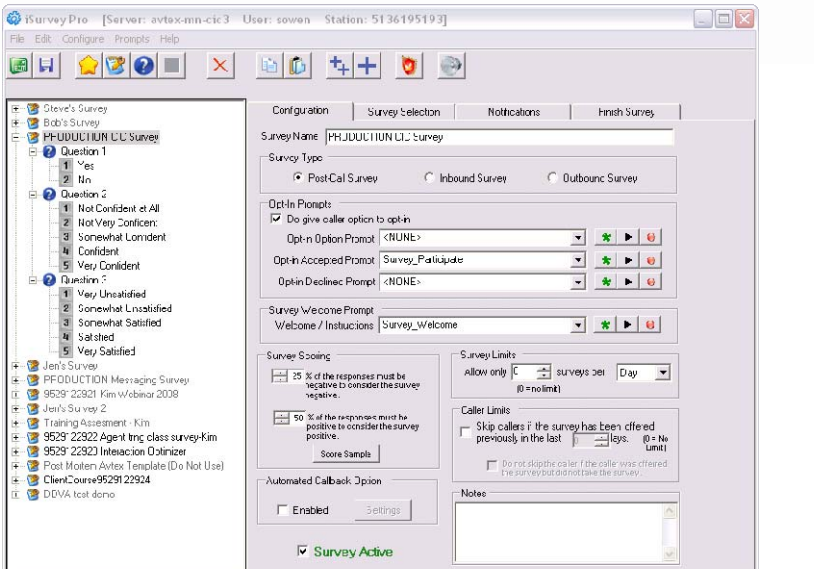


**iSurvey** "Building Surveys Quickly"

Want to hear and see what your customers are saying? Avtex iSurvey is an easy survey tool to help you create new surveys and edit current surveys and capture what your customer's are saying with a dynamic reporting tool. iSurvey provides 20 reports, flexible routing of responses, automated callbacks and can be designed for inbound, post call and outbound calls.

The iSurvey Supervisor application provides users with real time survey and question statistics. It also adds the ability to view and score individual surveys, listen to recorded responses and call recordings, as well as send copies of surveys via email.



**Conditional Questions**  
 Ask only the questions you need to.

**Flexible Response Routing**  
 Drive the survey questions based on the callers responses.

Features	iSurvey Options	
	Standard	Professional
Supervisor Monitoring Application	✓	✓
Nth caller survey presentation	✓	✓
Survey selection by DNIS, caller ID, workgroups, and more	✓	✓
Post-Call, Inbound, and Outbound** survey compatible	✓	✓
Built-in prompt management	✓	✓
Flexible survey scoring	✓	✓
Agent based questioning	✓	✓
20 built-in reports	✓	✓
Recorded responses (scripted prompts)	✓	✓
Flexible response routing asks different questions based on the caller's responses		✓
Powerful conditional questions will ask questions pertinent to the caller		✓
Flexible post-survey actions		✓
Call recording sent with email notification (for post-call surveys only)		✓
Email notifications providing instant feedback		✓