

Surveys-on-Demand made easy

Start your surveys using an advanced online system with powerful features and an easy-to-use interface.

CREATE QUESTIONNAIRE

Create a question set which best reflects your company's quality assurance or research objectives.

LAUNCH YOUR SURVEY

Assign a phone number (800 or local) to your questionnaire. Test the voice survey and start connecting with your target audience.

ANALYSE RESULTS

Generate different reports from your surveys. Analyze the results and learn how to improve your customer satisfaction.



Customer feedback provides valuable market intelligence that a business can use to improve its appearance and its decision making. Capturing it across all communication channels is important for a consistent picture. But gathering feedback on a regular basis is time consuming, costly and complex. The solution: Fortify Q-Check.

Q-Check is an advanced survey platform that lets you create your own interactive phone survey in minutes and instantly deploy them on the phone. No costly software development or long wait times until new questions are added. Your survey can be up and running in a fraction of the time of conventional call center based phone surveys.

- Use Q-Check to ask your customers about their satisfaction level on a daily basis. Turn their feedback into a constant stream of information for your business.
- Select from different ways to deploy Q-Check for your contact center: manual or automatic forwarding at the end of an agent conversation or active outbound calls.
- Get instant reports from your surveys as soon as it is interacting with your callers. Customize your reports using a broad range of criteria.
- Compare your own contact center performance with your industry peers using Fortify's extensive benchmarking database.



SUCCESSFUL APPLICATIONS

Contact Center Post Call Surveys

Customer Feedback

Customer Satisfaction

Employee Satisfaction

Job Applicant Screening

Satisfaction Analytics

Your Questions answered

Create, Customize, Deploy

INSTANT FEEDBACK

Feedback of customer satisfaction is available immediately after the call using automated IVR technology to conduct multiple surveys in real time.

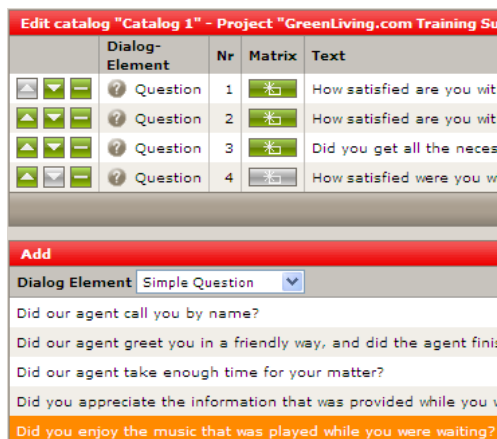
ZERO DOWNTIME

Q-Check includes maintenance of all survey software and hardware. You have access to the 24/7 support hotline and a guaranteed response time of 1 hour. Support setting up of the system is included.

TURNKEY SOLUTIONS

Access to Q-Check reports and administration features comes with strong data security and your individual Data Protection Agreement.

For more information on any of our products or services please visit us on the Web at: www.4tfy.com



Dialog-Element	Nr	Matrix	Text
Question	1		How satisfied are you wit
Question	2		How satisfied are you wit
Question	3		Did you get all the neces
Question	4		How satisfied were you w

Add

Dialog Element: Simple Question

Did our agent call you by name?

Did our agent greet you in a friendly way, and did the agent fini

Did our agent take enough time for your matter?

Did you appreciate the information that was provided while you v

Did you enjoy the music that was played while you were waiting?

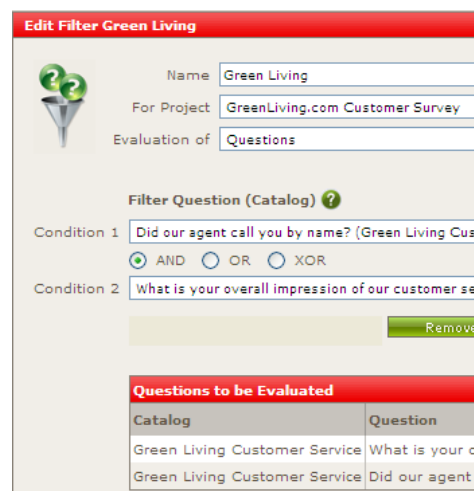
Build your surveys from list of proven questions or add or add your own questions to the catalog.

Choose from a large set of expertly scripted questions that have been successful with our customers. You can add your own questions to the pool to create your individual questionnaire. The easy-to-use web interface lets you customize each questions, create question sets and build your own portfolio of ready for use surveys.

Create a quick feedback survey on a new product feature and have it up and running in minutes or customize multi-layered questionnaires including branching and supplementary questions. Whether you need quick feedback from the market or extensive customer satisfaction analysis – Q-Check is your tool the tool that delivers results.

Service Features

- Create your own phone surveys using a proven platform and an easy process to be ready for the caller in minutes.
- Use a full featured system to customize your questions and group them in as many catalogs as you need.
- Monitor your surveys online in real time to gain valuable feedback about your customers you can act on immediately.
- Record calls and automatically link survey results to it. Then analyze how caller satisfaction builds in each conversation.
- Benchmark your contact center against a group of domestic and international centers using Fortify's benchmarking service.



Edit Filter Green Living

Name: Green Living

For Project: GreenLiving.com Customer Survey

Evaluation of: Questions

Filter Question (Catalog) ?

Condition 1: Did our agent call you by name? (Green Living Cust

AND OR XOR

Condition 2: What is your overall impression of our customer sei

Questions to be Evaluated	
Catalog	Question
Green Living Customer Service	What is your o
Green Living Customer Service	Did our agent i

Use conditional questions to detect connections between caller motivation and behaviour.

Fortify Communications operates one of the most advanced survey platforms in Europe and North America. We ask millions of customers every year about their service experience and we get answers. So tap into the pool of customer experience and start your own survey today.

Fortify
Communications

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