

THE AVAYA IR INTERACTIVE VOICE RESPONSE SYSTEM WITH AMERICA'S HEALTHCARE SOLUTION SOFTWARE FROM ACCUVOICE INC.

Education Quality Survey

“ Is there a friendly, accurate way to monitor satisfaction of the constituents in your District?”

The Education Quality Survey by Accuvoice Inc provides a framework for educators to build their own surveys and receive compiled, printed results without ever touching a computer keyboard or incurring the high costs of administering and interpreting paper based surveys.

Paper surveys too labor-intensive?



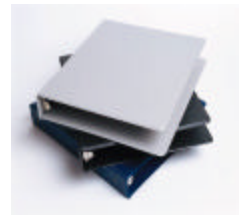
Accuvoice Automated Education Quality Survey



Avaya IR



How does it work?
 This package opens with a series of prompts that guide you through entry of the survey questions and multiple-choice options. Following your set-up, callers to the survey hear questions and are prompted to select answers using their touch-tone phones. The Quality Survey package stores the result of each survey and generates reports on these results.



Application Administration

- Administered by a touch-tone telephone
- Administrator can have multiple surveys at one time with multiple questions on each.

Benefits

- Available 24 hours a day, 7 days a week
- Optional Voice capture and retrieval modules are available to record any voice message that the caller wants to leave.

Benefits cont:

- High response rates because it is easy for participants to complete survey quickly and anonymously
- Immediate, real time survey feedback plus cumulative, longer-term feedback.
- Strength lies within the collection and reporting capability and the ability to segment the data.
- Elimination of errors and costs associated with input transcription since the transcription step is eliminated.



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