Survey Dynamix
SURVEYDYNAMIX.COM

Contact Centre | **Customer** | **Survey Dynamix** | **Survey Dynamix API Call**

Day 1

Customer Calls Contact Centre

Genesys Routing Strategy

Call Finalised

Survey Dynamix API Call

Receives API call. Stores customer value, agent and queue details in survey metadata

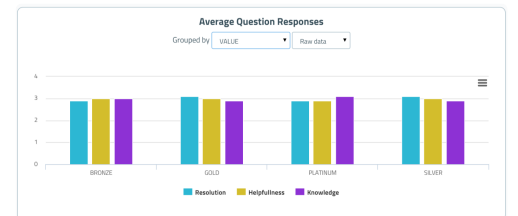**Survey Dynamix API Call**

Method: POST
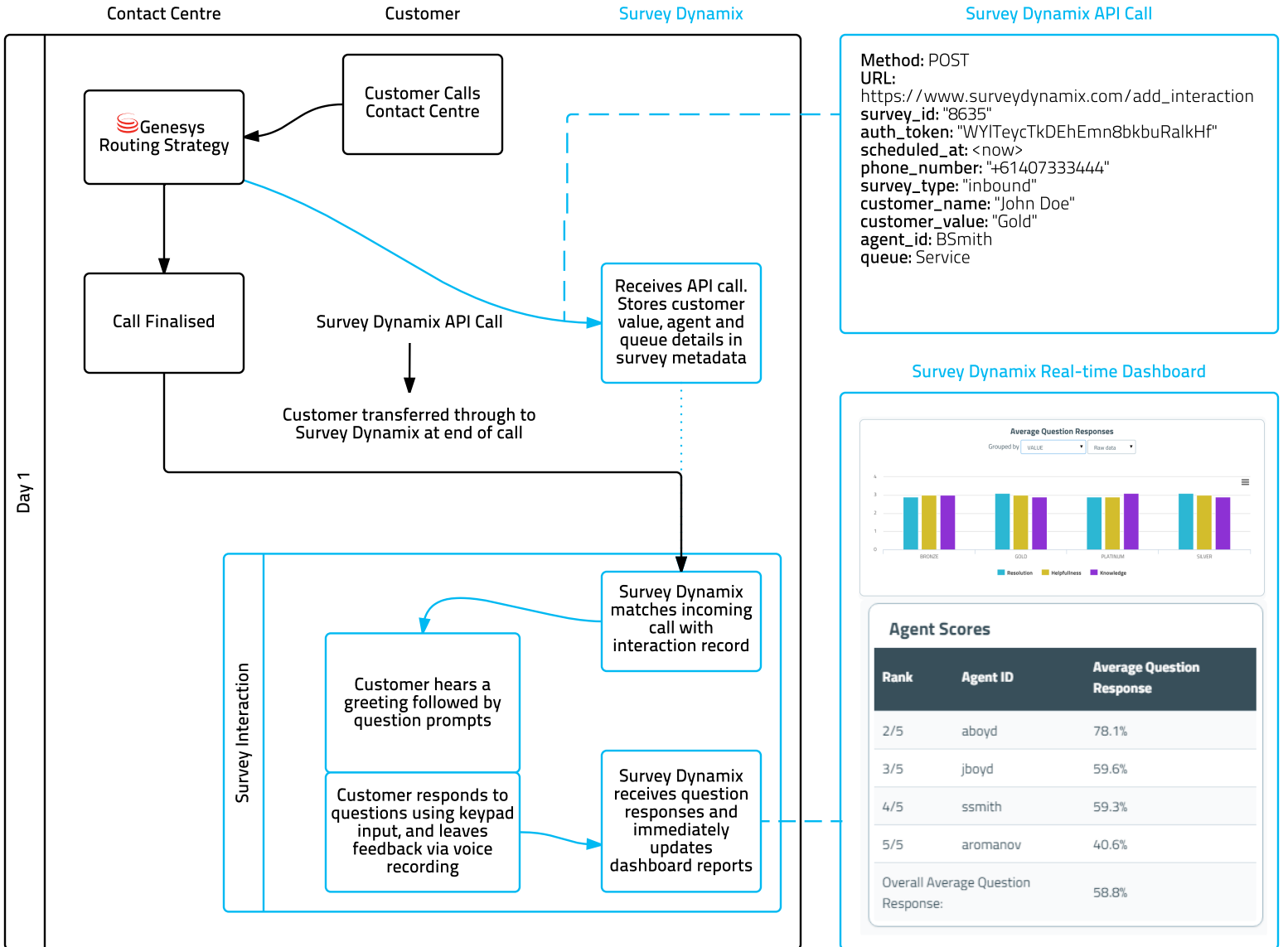URL:
https://www.surveydynamix.com/api/interactions
survey_id: "8635"
auth_token: "WYlTeycTkDEhEmn8bkbuRalkHf"
scheduled_at: <current time + 1 days>
phone_number: "+61407333444"
survey_type: "sms"
customer_name: "John Doe"
customer_value: "Gold"
agent_id: BSmith
queue: Service

Day 2

Survey Interaction

Scheduled survey time occurs

Customer Receives an SMS from Survey Dynamix asking about their service experience

Customer responds and completes survey over SMS

Receives SMS responses as they're sent and immediately updates reports on the SDX dashboard.

Survey Dynamix Real-time Dashboard

Average Question Responses
Grouped by [VALUE ▾] [Raw data ▾]

BRONZE   GOLD   PLATINUM   SILVER
■ Resolution   ■ Helpfullness   ■ Knowledge

Agent Scores

Rank	Agent ID	Average Question Response
2/5	aboyd	78.1%
3/5	jboyd	59.6%
4/5	ssmith	59.3%
5/5	aromanov	40.6%
Overall Average Question Response:		58.8%

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Contact Centre **Customer** **Survey Dynamix** **Survey Dynamix API Call**

Day 1

Customer Calls Contact Centre

Genesys Routing Strategy

Call Finalised

Survey Dynamix API Call

Customer transferred through to Survey Dynamix at end of call

Receives API call. Stores customer value, agent and queue details in survey metadata

Survey Dynamix API Call

Method: POST
URL:
https://www.surveydynamix.com/add_interaction
survey_id: "8635"
auth_token: "WYlTeycTkDEhEmn8bkbuRalkHf"
scheduled_at: <now>
phone_number: "+61407333444"
survey_type: "inbound"
customer_name: "John Doe"
customer_value: "Gold"
agent_id: BSmith
queue: Service

Survey Interaction

Customer hears a greeting followed by question prompts

Customer responds to questions using keypad input, and leaves feedback via voice recording

Survey Dynamix matches incoming call with interaction record

Survey Dynamix receives question responses and immediately updates dashboard reports

Survey Dynamix Real-time Dashboard

Average Question Responses
Grouped by VALUE Raw data

BRONZE GOLD PLATINUM SILVER

Resolution Helpfullness Knowledge

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