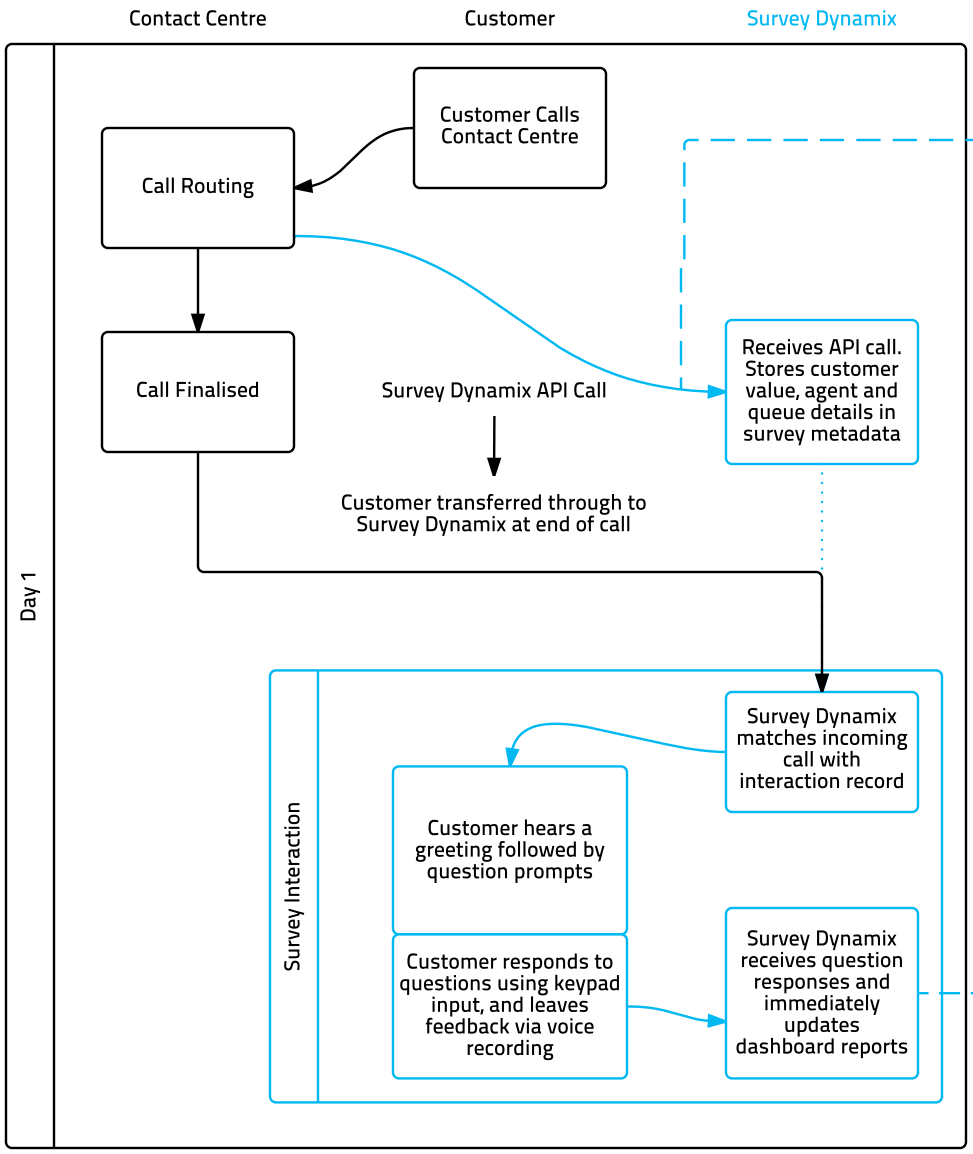
Survey Dynamix
SURVEYDYNAMIX.COM

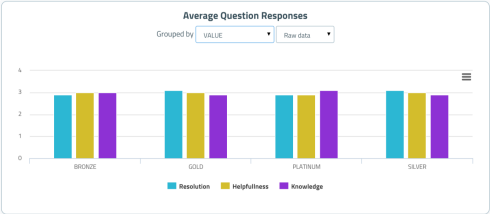
Integration Example - Contact Centre Transfer Call



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 Dynamix Real-time Dashboard



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%