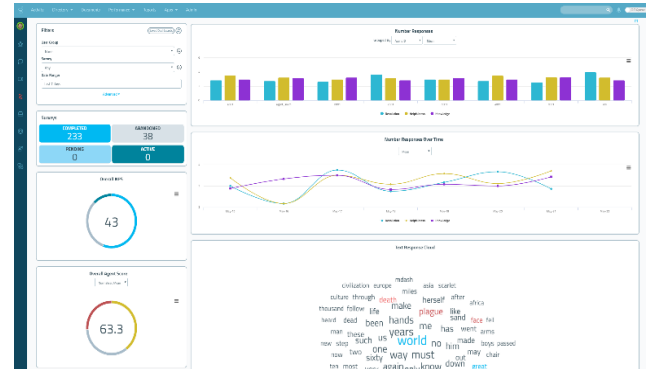# Survey Dynamix and PureCloud

Real-time, actionable customer service insights

Fully Automated Surveys and Reporting

▶ Survey Dynamix can automatically survey anyone who has recently interacted with your business by leveraging PureCloud's complete conversation history.

▶ Get real-time survey results from within PureCloud using Survey Dynamix' embedded dashboard app, customisable sidebar reports, and even wallboard views.

Works with Your Agents

▶ Single sign-on enabled Survey Dynamix views let your users see survey results without having to worry about pesky login screens.

▶ Survey responses are automatically associated with PureCloud agents so only relevant users and their supervisors can see them.

▶ Aggregate survey results by user or user group to see how individuals and teams are performing.

▶ Agents have their own dashboard view, allowing them to see their individual responses and take ownership of their performance.

▶ Supervisors can monitor the feedback of their group of agents in real-time from within PureCloud

Take immediate action on feedback

▶ Responses dynamically feed back into PureCloud with custom chat notifications.

▶ Previous customer feedback can be used by PureCloud to make future routing decisions and to display to agents on screen pop

▶ Surveys can automatically schedule outbound calls via a PureCloud Outbound Campaign or be routed to specialist customer service teams via email to enable timely resolution of customer feedback.

▶ Conditionally trigger actions in third party apps using webhooks such as to notify users of important feedback in Slack or create a Service Request in CRM

SurveyDynamix.com