



Are your customers satisfied with your services?

You think you're doing your best to provide quality service... but are you sure your customers are satisfied with the support they've just received? Are you looking for an effective way to collect immediate feedback and improve your company's performance?

Would you like to have concrete data to understand what your customers think?

The opinion of your customers, the key to your success

Kalliope Feedback is the module designed to collect **immediate feedback**, enabling continuous improvement of support services. The module provides a detailed customer call experience analysis, allowing for quick and immediate service quality evaluation.

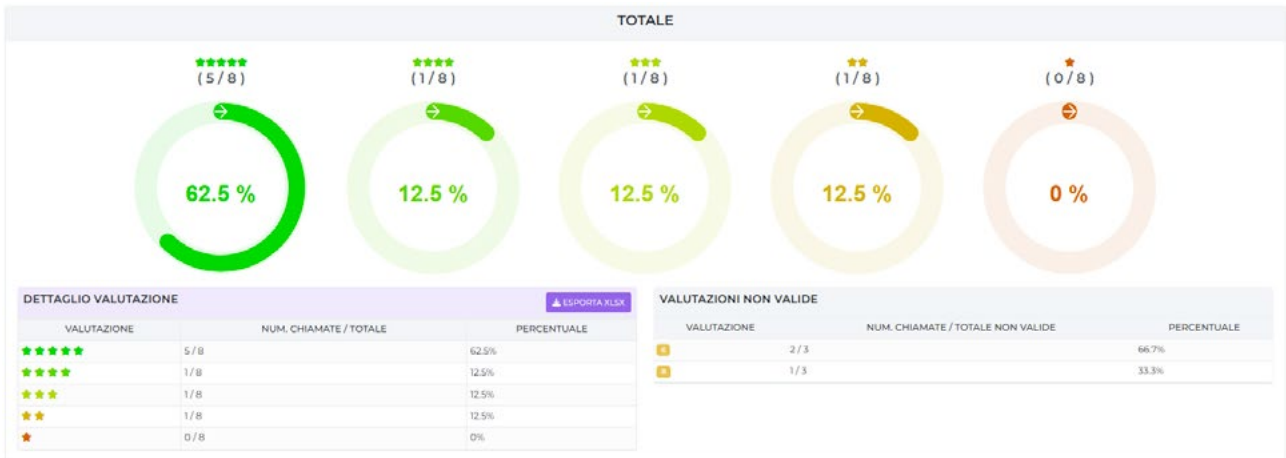
With Kalliope Feedback, you can analyze concrete data and instantly identify your customers' ratings, allowing you to take action to optimize the call experience.

Listening to those who choose you

In particular, the module allows you to:

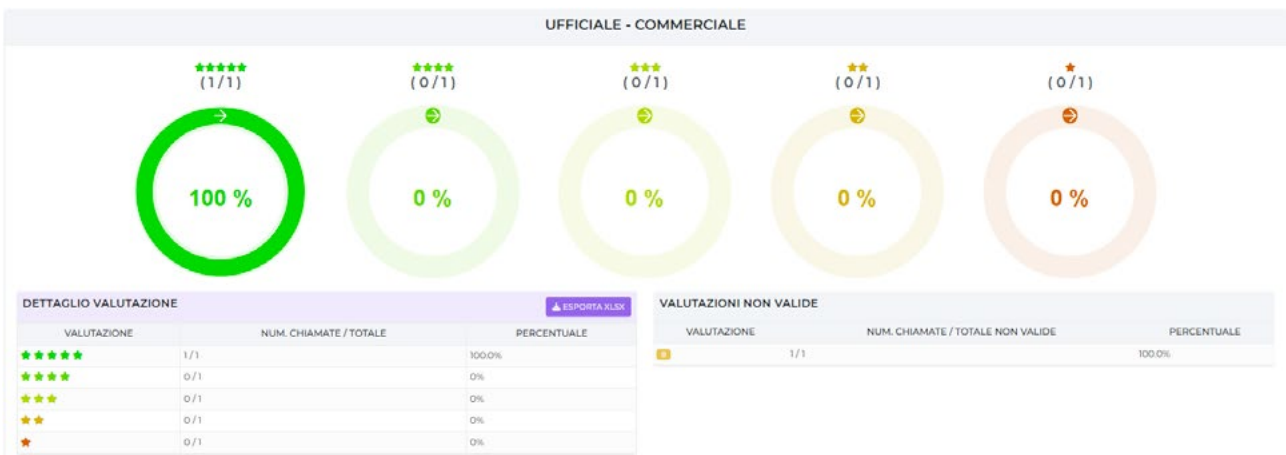
- Quickly rate the call experience using the keypad, within a customizable range of values (e.g., 1-5, 1-10, ...).
- View, through graphs, the distribution of ratings received based on the total number of calls forwarded to the evaluation service
- View a table that provides a detailed overview of the ratings received
- View, through charts and tables, the distribution of the ratings assigned to each queue.





Ratings

The report includes a graphical representation that provides an immediate view of the distribution of customer ratings, followed by a table that summarizes the same data in detail and offers the option to export it in XLSX format. In addition, a dedicated table shows the ratings considered invalid (e.g., in cases where the feedback process was not completed).



Ratings by queue

The same type of report (including charts and tables) makes it possible to analyze the specific ratings for each queue. In fact, when a call answered by an operator originates from a given queue and is transferred to the Feedback service, the system recognizes the source queue and directly associates its rating.