



Technical Directions

Jason Kagel & Danny Wong

Technical Directions

- Learn about the changes that will affect the way you work today
- Survox Technology Roadmap
- Participants – Jason Kagel & Danny Wong
- Go see the other presentations
 - There will be a lot more detail in the following sessions. Go check them out!
 - Track down Danny, myself, or other members of the DevOps team



Do you remember the last time we were here...

- ▣ More frequent releases...

- ▣ Released nine times since then

- ▣ Added functionality...

- ▣ Qualtrics Survey Suite integration, UI update, Improved IVR and much more

- ▣ ... and addressed **30+** customer reported issues



So, what's next – Survox Platform 8.9

*Our next release is all about helping you **grow** your business & improving call center **competitiveness***



Extending your offerings

- New Qualtrics integration capabilities
 - Quota can now be updated directly from the Qualtrics Survey Suite
- More partner integrations = more opportunities



Maritz **CX**TM



 **KINESIS**



 **SurveyMonkey**[®]

Go check out this presentation for more!

USE CASE: Multi-Mode & Multi-Vendor

Presenter: **Lisa Mangone**

Time: 11:30 – 12:00

Room: Betsy Ross

A few other enhancements

■ Dialer Enhancements

- Will now use most recent version of open source Asterisk distribution
- Separate Asterisk from Survox deployment to provides greater flexibility for our custom deployments.

■ Updated screen monitoring

- To support partner integrations



Demo Partner Integrations

Danny...

Imagine if instead of running your shop like this...

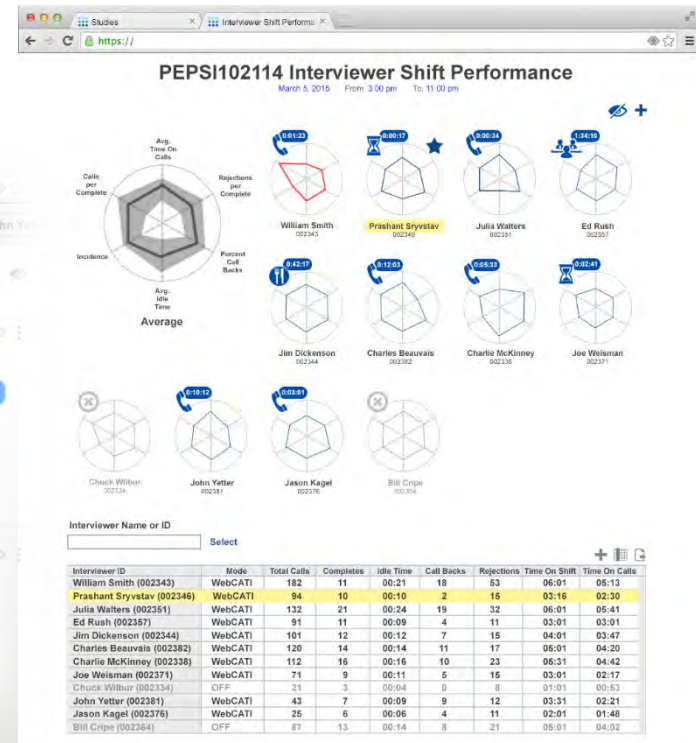
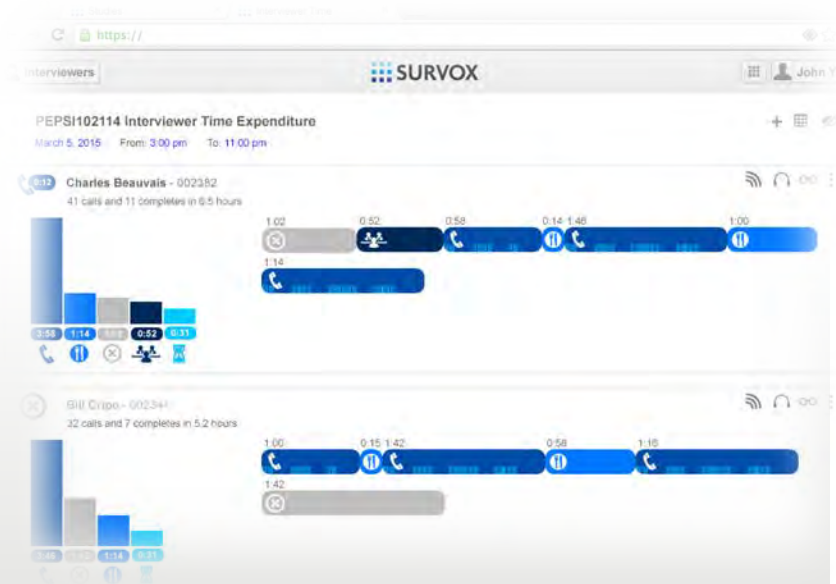


... you could run it like this



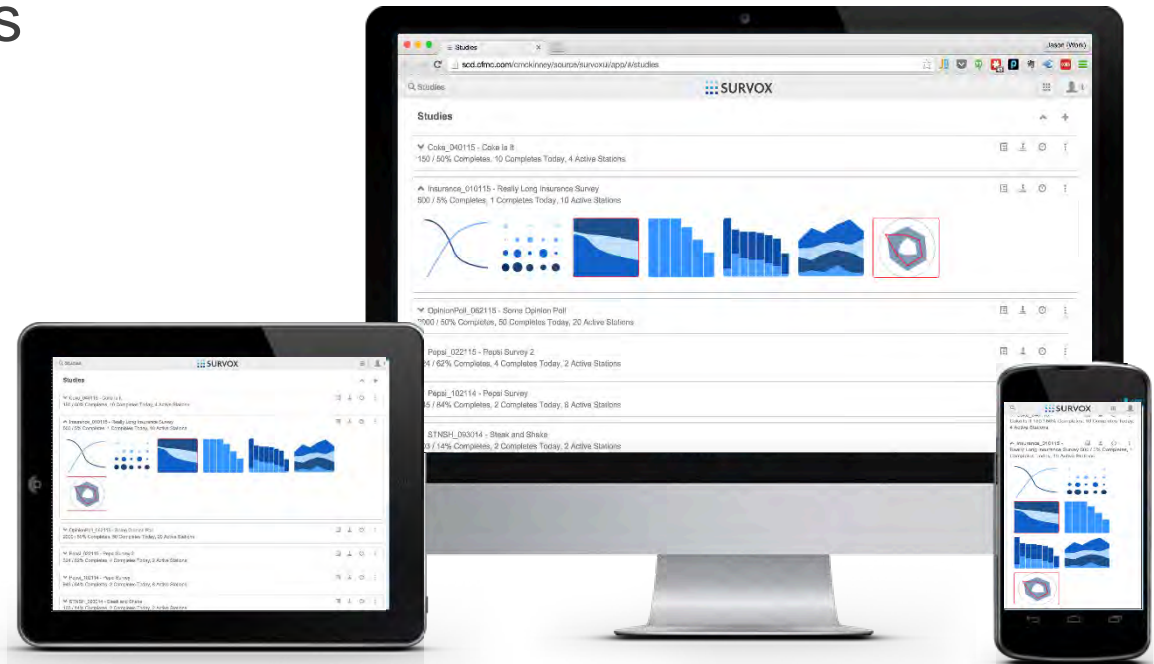
New Tools to enhance your team's effectiveness

- Real-time insights and actionable data
- Access to the right tools
- Potential problems highlighted so supervisors can take action early

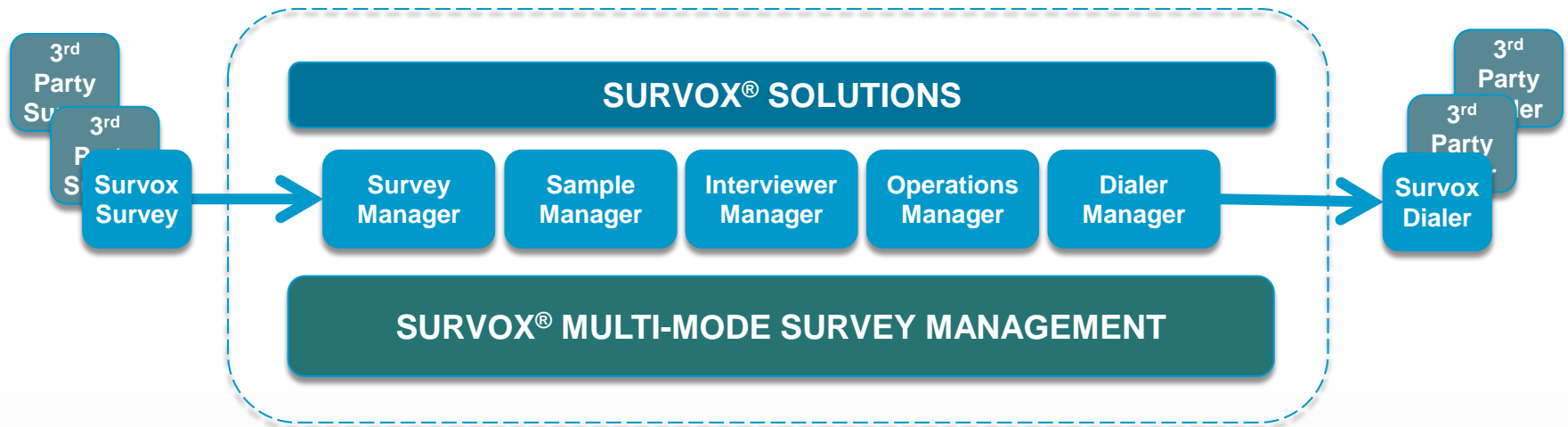


Operational Control

- Find the tools you need when you need them
- Take advantage of desktop, tablet, or phone
- Find trouble faster with real-time dashboards
- See your outliers

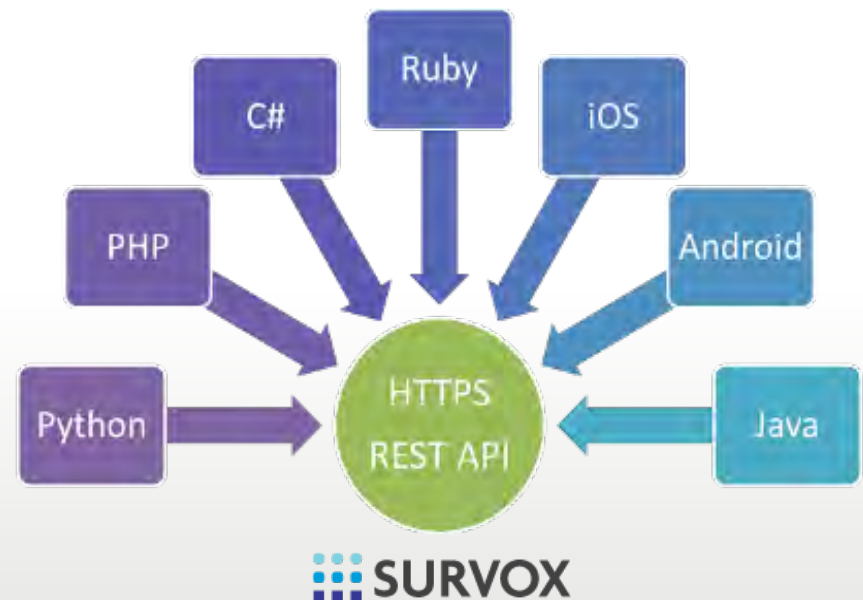


How do we make it happen



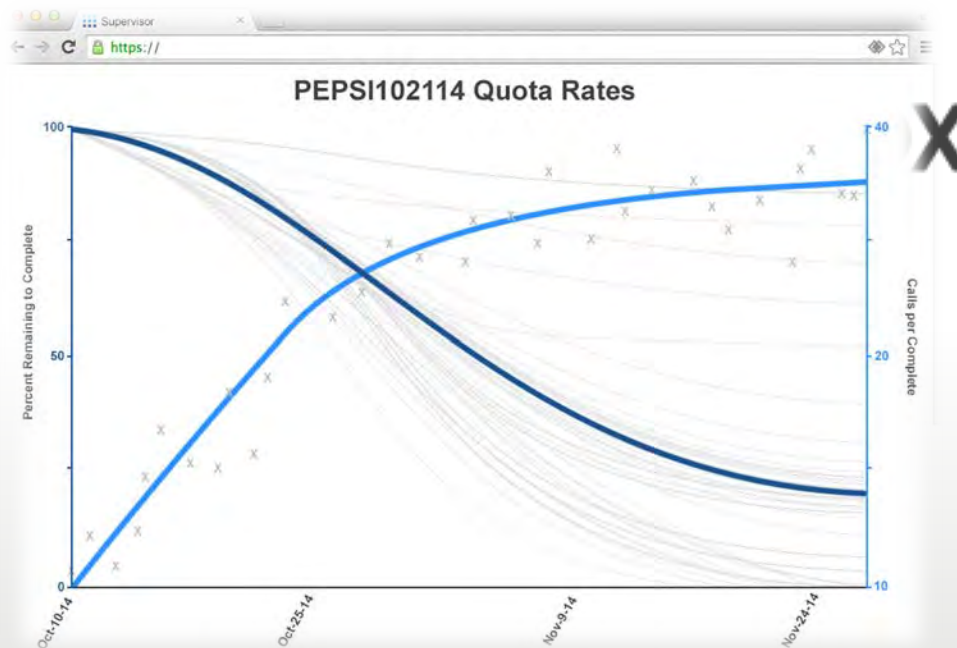
Introducing our first Application Programming Interface

- Direct access to internal Survox functionality
- Consistent and secure integration
- Reduces the need for specialized programming skills
- Contract between Survox and its developer community



The Sample Manager – Our first Service

- Acquire sample directly from multiple systems
- Quickly define markets and quota
- Use real time graphs to see performance and identify potential problems



Take it away Danny...

Go check out this presentation for more!



NEW | Real-time Dashboards: Interviewer Productivity

Presenter: **John Yetter**

Time: 2:00 – 2:45

Room: Betsy Ross

Enterprise IVR | A new product

- New & separate subscription licensing
- Global provisioning
 - Numbers, storage, and compute can all be managed in international locales
- Can consume existing Survox IVR studies



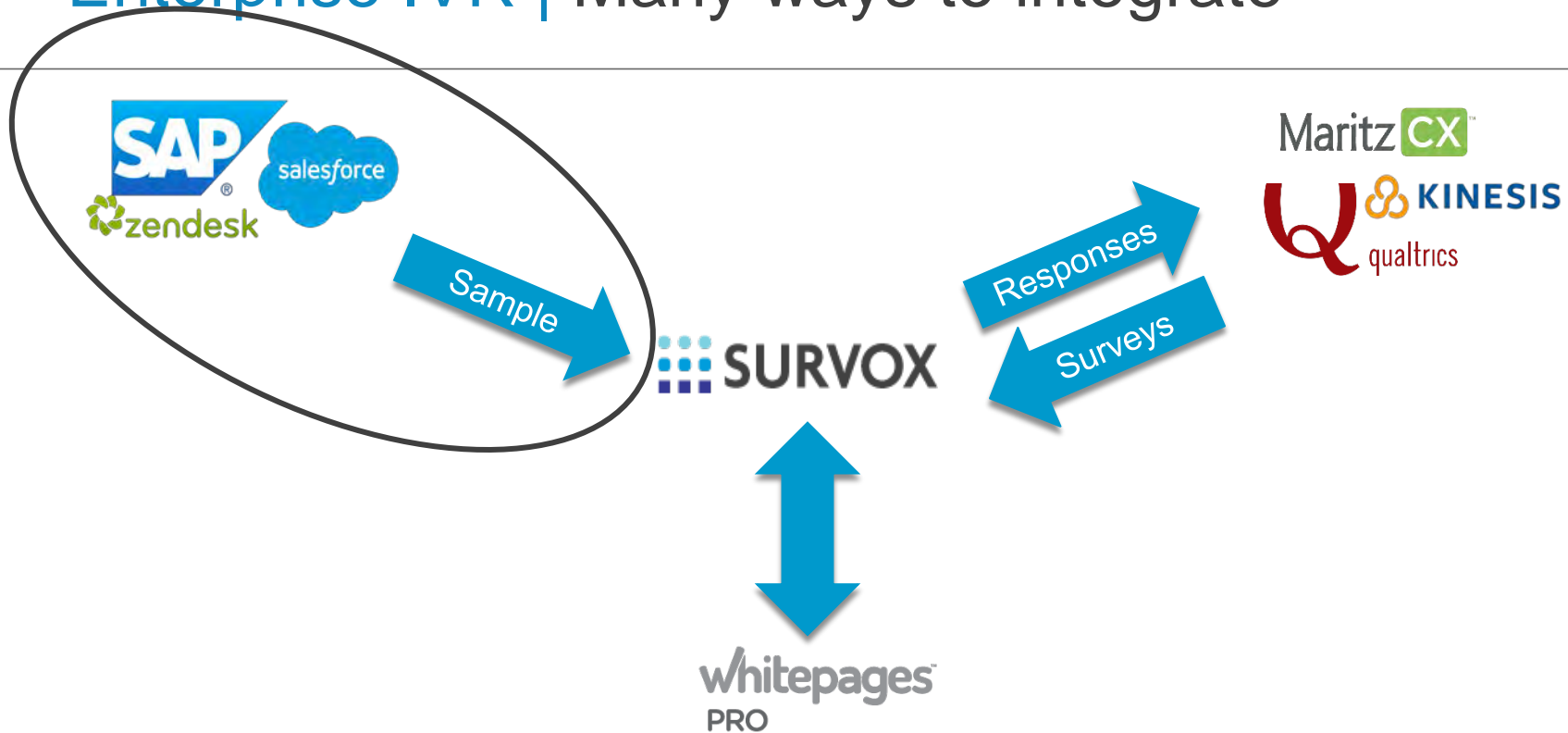
Features | Simplified IVR Survey Creation

The screenshot displays the SURVOX web application interface. At the top, there's a navigation bar with the SURVOX logo and a user profile icon. Below it, a 'Surveys' section lists two surveys: '0001 - Project 'Phoenix' customer value validation' and '0002 - Zipolar post-concussion study'. A 'Create Survey' modal is open, showing fields for 'Survey Name' (Zipolar post-concussion study), 'Survey Code' (0002), 'Controlling Phone Number' (555-555-5555), 'Caller ID Display' (Mayo Clinic), 'Region' (Australia), and 'Language' (ENGLISH). There are also checkboxes for 'Survey is outbound', 'Automatic Transcription', and 'Audio type' (Audio Recorded, Computer Voice). A 'New Question' modal is also open, showing a 'Question Label' 'How often do you cook in your c...', 'Response Type' 'List', and an 'Allowed responses' table.

Allowed responses		
1	2	3
	Once a month	
4	5	6
7	8	9
*	0	#

- Multi-Language
- Multi-Region
- Computer or recorded voice
- Integrated options for partner voice transcription

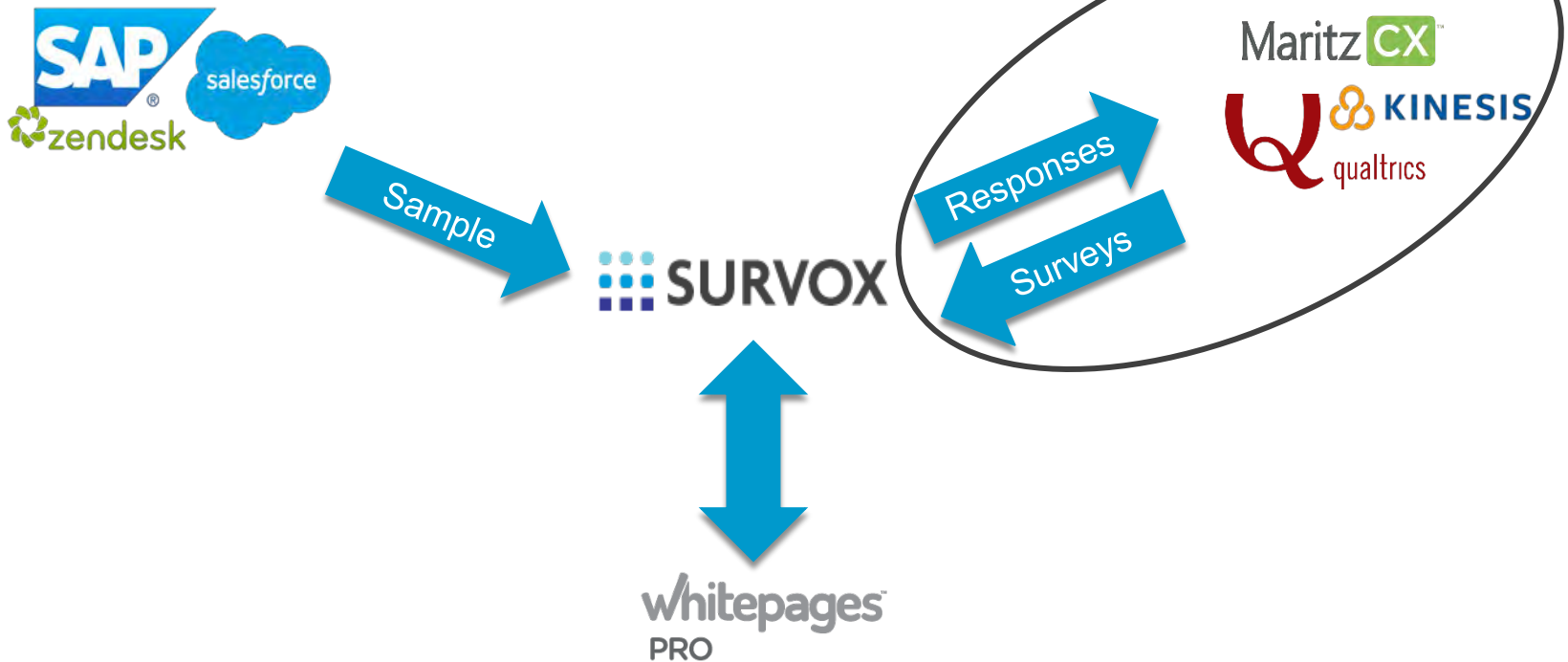
Enterprise IVR | Many ways to integrate



More options for sample acquisition

- Survox Sample manager service available for custom integrations

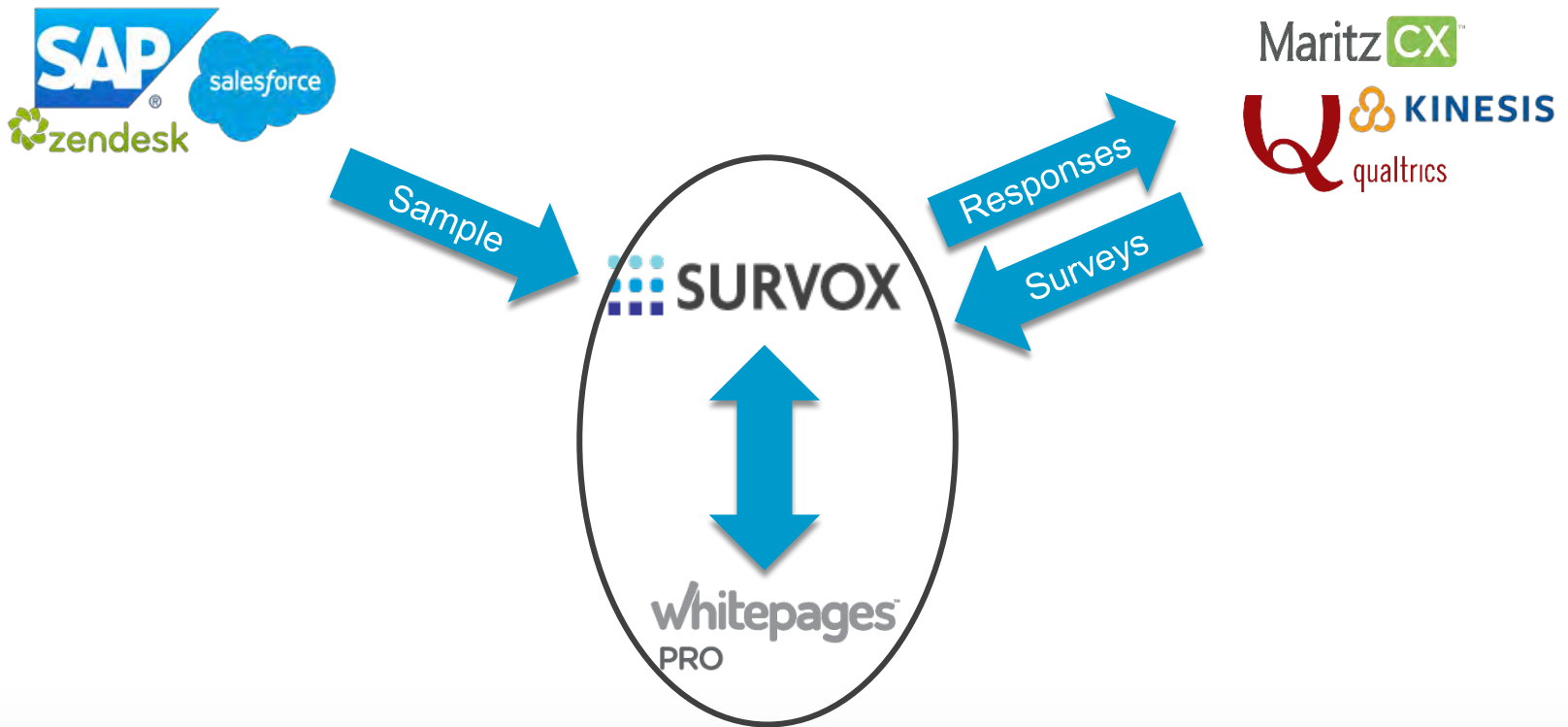
Enterprise IVR | Many ways to integrate



Partner platform integration

- Convert online surveys into IVR surveys
- Output results directly to select partner solutions

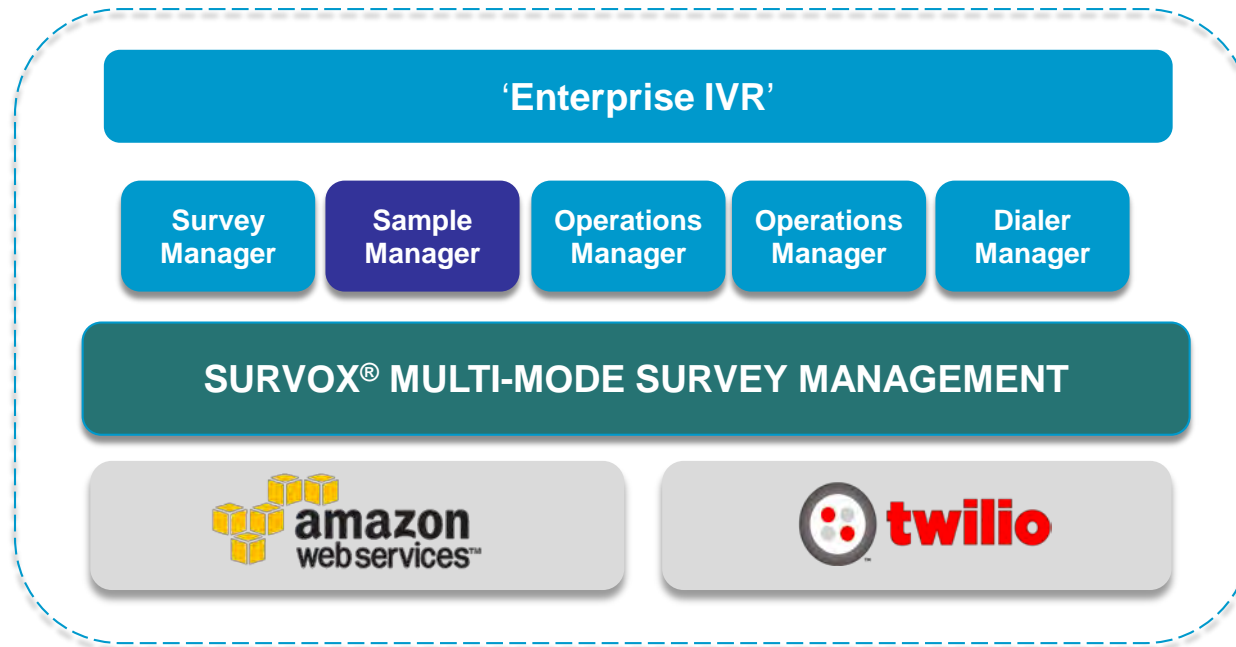
Enterprise IVR | Many ways to integrate



Partner service integration

- Land line vs. Mobile Identification
- Validate records against National DNC before dialing

Enterprise IVR | A Complete Service



- Hosted Application
- Integrated Dialer & Telco services

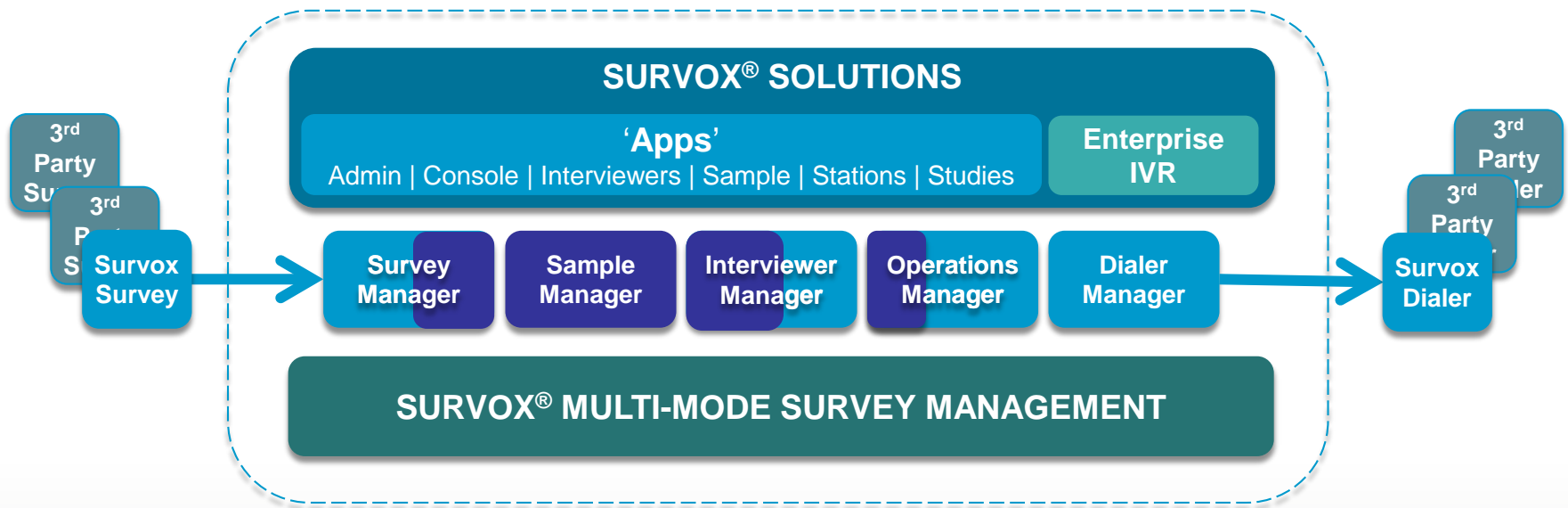
Go check out this presentation for more!

BEST PRACTICES: Cloud Infrastructure Virtualization, Scaling

Presenter: **Ken Keyes**
Time: Friday 10:30– 11:00
Room: Betsy Ross

One more time Danny...

Summary – Q2/Q3 2016



When can we have all this

- **Q4** for 8.9

- Open up new opportunities

- **Q1/Q2** for Enterprise IVR

- Promoting phone by lowering barriers to adoption

- **Q2/Q3** for next platform release

- Improving call center competitiveness by improving supervisor and staff efficiency

Questions



Thanks for attending – a few more things **you** can do

- Take the time to get to know someone from the DevOps team
 - Danny, John, Bill, Ken and I are all eager to hear directly from our users – come and talk with us!
 - Set up a site visit – Talk to John!
 - Sign up as an Alpha Gold participant
- Talk to us about our new deployments
 - Ken & Jason are eager to share what we've been doing with AWS & automation!

