

Kinetic Survey is **the only web-based survey software that's totally embedded in BMC Remedy workflow**. It's rules-based and context-sensitive to ensure meaningful, actionable and timely feedback.

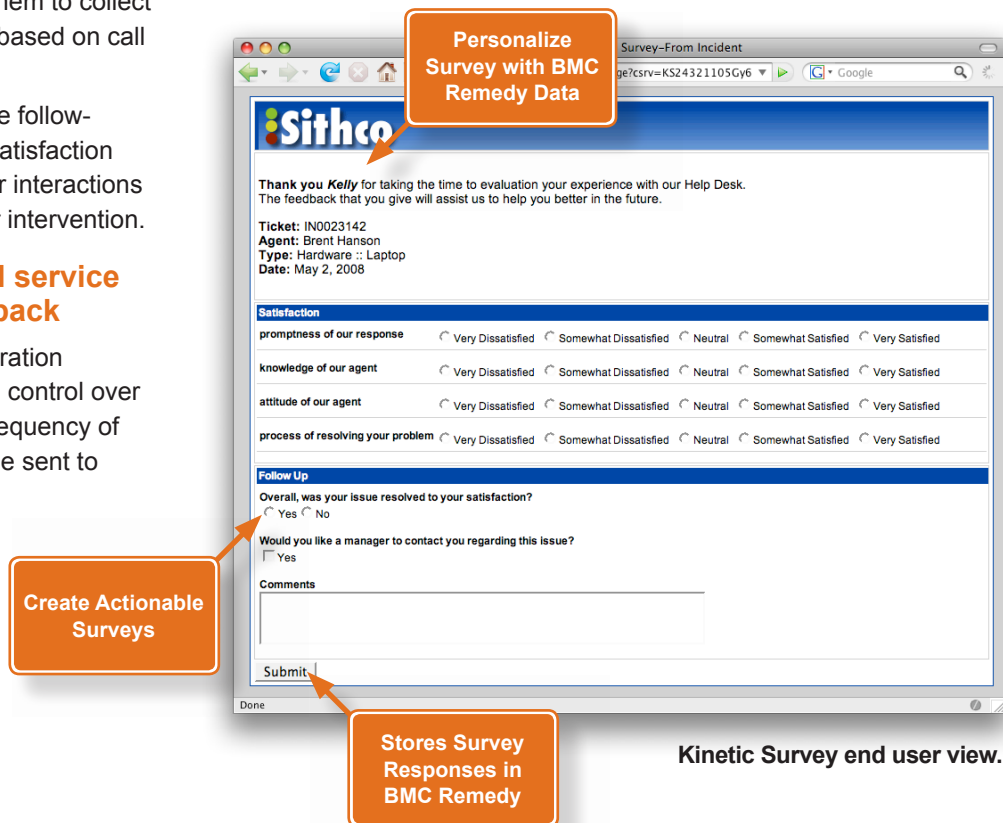
Totally embedded in BMC Remedy workflow

- Automatically includes BMC Remedy data such as date, incident type, agent, and department from the original ticket that initiated the survey.
- Triggers a "quick survey" onto the BMC Remedy screen with a pop-up dialog box for call center agents, enabling them to collect specific feedback based on call subject matter.
- Triggers immediate follow-up action on low-satisfaction responses or other interactions requiring manager intervention.

Fast, meaningful service interaction feedback

- Rules-based integration provides complete control over the number and frequency of surveys that can be sent to any individual.

- Creating surveys is so easy and intuitive that they can quickly be created for specific types of service calls.
- Survey authors have complete creative freedom to include multiple question/answer types, supplemental text, diagrams or photos within a survey to drive up response rates and ensure accurate feedback.



Personalize Survey with BMC Remedy Data

Create Actionable Surveys

Stores Survey Responses in BMC Remedy

Kinetic Survey end user view.

KINETIC DATA



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Clear, concise analysis of service desk performance

- Kinetic survey includes pre-configured reports and uses Crystal Reports from Business Objects® reporting facilities.
- Enables analysis of data from multiple surveys based on any common criteria, such as department, employee level or subject.
- To ensure proper follow-up, Kinetic Survey's rule-based notifications alert managers when action is necessary.

Kinetic Survey at-a-glance

- Embeds surveys within your existing processes: incidents, changes, or other interactions can trigger context-sensitive surveys on the fly.
- Enables creation of timely, tailored surveys across your organization including: market research, customer satisfaction, employee satisfaction, product development, and IT and ITIL-based services management practices.
- Systematically gathers and analyzes customer experiences to monitor and improve service delivery management.
- Promotes a higher response rate.
- Improves business services through automated feedback.
- Increases sales and improves customer retention.

Contact Kinetic Data to learn more about how to generate meaningful, actionable and timely service interaction feedback.

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