



Vovici's Customer Support Success Package

Driving customer loyalty and efficient operations

Vovici's Customer Support Success Package improves customer loyalty and operational efficiency by giving you deep insight into your organization's customer support experience. By taking advantage of our solution, you can:



Drive customer loyalty and satisfaction

Monitor and trend critical customer support metrics



Unlock service excellence

Recognize and reward top performers and pinpoint areas for improvement



Keep a pulse on support delivery

Measure customer experience at the point of interaction



Improve performance faster

Provide immediate assessments to evaluate training quality and areas for improvement

With Vovici's Customer Support Success Package, you can:

- Deploy professionally created surveys automatically based on support events such as ticket initiation or closure
- Track customer interactions with automated triggers that notify you when customers demand immediate attention
- Avoid survey fatigue with sampling rates and invitation limit functionality
- Create and share graphical reports online and uncover insights into your customer base

Why Vovici?

- Industry's most secure hosted application provides the ultimate in data protection
- More than 15 years of industry experience
- Utilized by 60% of the Fortune 500
- Over 2,000 customers in over 47 countries
- More than 150 million completed surveys in over 150 languages

What you get:

Vovici's Customer Support Success Package includes:

- 12 month access to our hosted, enterprise-class online survey platform
- Professionally created, customized survey for your customer support needs
- Web-based training

Additional add-on options:

- Community Portal to build and manage personalized respondent portals to increase response rates