



## Solution Features (continued)

<b>Web-Based Administration</b>	<ul style="list-style-type: none"><li>• 75+ configurable parameters for creating and maintaining survey questions</li><li>• Unique configurable greeting messages</li><li>• Configurable data fields</li><li>• 10+ survey question formats</li><li>• Survey question grammars</li><li>• Response types</li><li>• Variable access methods<ul style="list-style-type: none"><li>– Automatically following a provided service</li><li>– Inbound surveys</li><li>– Customer established 800 numbers</li><li>– Outbound surveys</li><li>– Invoked from most outbound dialer</li></ul></li></ul>
<b>Highly Configurable</b>	<ul style="list-style-type: none"><li>• By individual customers / tenants<ul style="list-style-type: none"><li>– Over 75 configurable properties</li><li>– Choice of persona</li><li>– Over 150 recordable prompts</li><li>– Configurable call-routing</li></ul></li></ul>
<b>Analytics</b>	<ul style="list-style-type: none"><li>• Available by specified period, day, week or month</li><li>• Call measurements by tenant<ul style="list-style-type: none"><li>– Number of hang-ups</li><li>– Number of help requests</li><li>– Number of positive responses to each question</li><li>– Number of negative responses to each question</li><li>– Number of times each survey question played</li></ul></li><li>• Call statistics by tenant<ul style="list-style-type: none"><li>– Average length of call</li><li>– Average number of calls</li><li>– Absolute minimum call length</li><li>– Absolute maximum call length</li></ul></li><li>• Top-level call statistics by tenant<ul style="list-style-type: none"><li>– Configurable collection interval</li><li>– Configurable reporting interval</li><li>– Monitors impact of any configuration or speech grammar changes</li><li>– Enables continual system performance improvements</li></ul></li></ul>

Contact your account manager for more information about RightNow Voice.