

Customer Support Program

Deliver improved customer loyalty and more efficient support operations

Every support interaction has the opportunity to drive customer loyalty – up or down. The Vovici Customer Support Program uses a comprehensive feedback strategy and our best-in class survey platform to improve customer satisfaction and engagement with every interaction. With Vovici, you can monitor all aspects of your support operations to create a consistent, efficient system and better manage your busy team.



Trend interaction and loyalty levels over time

Monitor critical support metrics and promote granular accountability with on-demand online reporting



Keep a pulse on support delivery

Measure customer experience at the point of delivery and receive alerts when issues arise



Unlock service excellence

Recognize and reward top performers using real-time insight into customer satisfaction



Improve performance faster

Provide immediate assessments to evaluate training quality and identify areas for improvement

With Vovici, you can:

- Send professional and personalized surveys automatically based on support events such as ticket initiation or closure.
- Monitor survey interactions to improve response rates and respect customers.
- Create and share graphical reports online that reveal deep insights into customers and support operations.
- Send personalized action alerts that identify when a customer requires immediate attention.

Vovici's Customer Support Program includes:

TECHNOLOGY	Vovici's award-winning Survey Workbench to centralize support research and create a complete view of interactions and customer loyalty.
SURVEYS	Research services to create valid, reliable surveys that trend attitudes and identify issues.
CONSULTING	Industry experts ready to work with you to develop an optimized strategy, comply with best-practices and use a time-tested, action-oriented methodology.
REPORTING	Reporting and analysis expertise to design and deploy in-depth business strategies, interactive reports and executive dashboards for measurable impact.
TRAINING	Extensive training to maximize your investment and consistently improve results.

Why Vovici?

- More than 15 years of industry experience
- Utilized by 60% of the Fortune 500
- Over 2,000 customers in more than 47 countries
- 150 million completed surveys and counting in over 150 languages

"AT&T Support relies on Vovici to make process and organizational changes mid-month. We depend on the real-time intelligence to ensure our end-of-month SLAs are met."

Kathy Harper, Service Development Manager, AT&T