



***Satisfaction  
Monitoring, Measuring,  
and Reporting***

# Services Offered

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## **Transaction-based Follow-up Calls**

We have personable conversations with your contacts, presented as a part of your service package or organizational operations. During these conversations we ask your contacts to discuss and rate their experiences with your organization.

## **On-Line Follow-up Surveys**

Want a combination of follow up calls and web surveys? We can provide both. We have the ability to combine the results of both methods into our Customizable Online Reporting Engine (CORE) Reports to provide you with one seamless report.

## **Customer Advocacy**

We respond to a dissatisfied contact immediately. Based upon your predetermined criteria, we send an e-mail to someone in your organization within minutes of contact. Many times this simple identification and resolution process will save you more money in retained business and problem identification than the entire cost of our monitoring services.

## **CORE Reporting Options**

We offer a number of secure web-reporting options for you to monitor your operations and to use for your own internal reporting purposes. Our Customizable Online Reporting Engine (CORE) provides you with *on-demand* reporting. Whether you are looking for the performance of one representative or the rolled up performance scores of the entire department, we can provide both! and everything in between!!

## ***All This At Fees You Can Afford***

*We will save you more than the cost of our service alone. So why not subscribe today?*

**(888) 865-0065**

**[www.metrixmatrix.com](http://www.metrixmatrix.com)**

# Why Metrix Matrix CORE Satisfaction Reporting?

The reasons for opening a Metrix Matrix account are many. Here are a few reasons along with the members of your organization who benefit. Most of these benefits are realized within the first two weeks of your subscription and continue for the lifetime of your subscription to Metrix Matrix services.

	Service Provider	Service Supervisor	Service Manager	Product Development	Sales & Marketing	Human Resources	Information Technology	Sr. Management
Breakdown Traditional Barriers (Distance, Time, Structure)	X	X	X	X	X	X	X	X
No 'Information Evaporation'	X	X	X	X	X	X		X
More Facts... Less Anecdotes	X	X	X	X	X	X		X
Continuous Measures... Not a Snapshot	X	X	X		X	X		X
Early Identification of Problems	X	X	X		X	X		X
More Meaningful Coaching and Review Sessions	X	X				X		
Continuous Positive Reinforcement	X	X				X		
Low Cost			X	X	X	X	X	X
Immediate and Long Term Return On Investment			X				X	X
Automatic Reporting System Upgrades							X	
Little or no Technology Maintenance							X	
Current Sales Leads & Opportunities					X			
Continuous Feedback by Product or Service			X		X			
Identify Customer Documentation/Training Needs				X	X			
Identify Service Training Opportunities	X	X	X			X		

# Reports - Detailed

**Acme Computing**

Date Range: Between 03/01/2002 AND 05/31/2002    Sort By: Service Provider, Followup Date    Scale: 1-10  
 Filter For: Call Status = 'XA' OR 'CC'

**Amy Torres**    2 of 2 records / Print / Download

Yangtse Enterprises	Jennifer Senigen	410-555-3422	Service Date	Followup Date
XA 170678    3473811	Amy Torres	Acme PC	02/28/2002	03/02/2002

Team: A  
 Region: West  
 Description of Service: It has a bad keyboard

s1 - Overall Service	s2 - Ease of Request	s3 - Response Time	s4 - Complete	s5 - Solution Time	s6 - Professionalism	b1 - Recommend?
6	2	10	4	6	6	n

m1 - Technical experience?    No Experience  
 q1 - Improvement    Except for the promptness of the tech, the service was just okay, nothing exceptional.

Customer Transcript    [s2] When I called, the person I spoke to was somewhat abrupt and wouldn't let me fully explain my problem. [s4] Instead of giving me a new keyboard, they gave me a used one; we'll see how long it lasts.

Using the **Metrix Matrix Classic CORE Reports** you can view contact feedback one record at a time. You can see both the qualitative as well as the quantitative results of our interviews. Segment your contact feedback by service representative (or supervisor or team) to better manage and coach service team members. These reports also provide a powerful tool for positive reinforcement.

# Reports - Summary

**Acme Computing**

Date Range: Between 03/01/2002 AND 05/31/2002    Sort By: Region, Followup Date    Scale: 1-10  
 Filter For: Call Status = 'XA' OR 'CC'

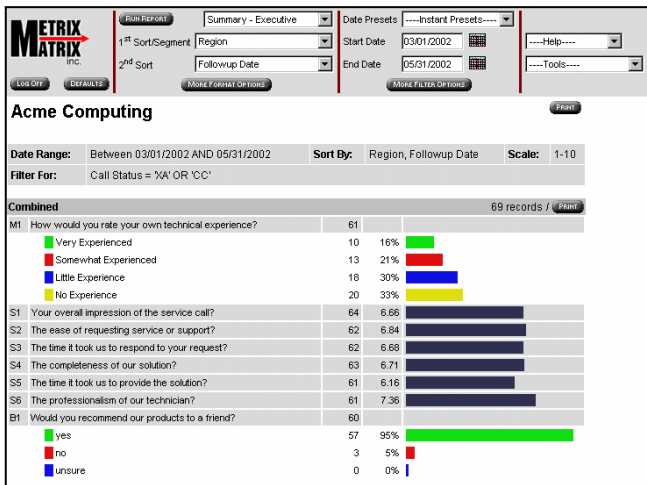
**East**    17 records / Print

	s1 - Overall Service	s2 - Ease of Request	s3 - Response Time	s4 - Complete	s5 - Solution Time	s6 - Professionalism	b1 - Recommend?
1	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	y 15 100%
2	0 0%	0 0%	1 6%	0 0%	0 0%	0 0%	n 0 0%
3	1 6%	2 12%	1 6%	1 6%	0 0%	0 0%	u 0 0%
4	3 19%	0 0%	3 19%	3 19%	4 25%	0 0%	
5	2 12%	4 25%	3 19%	2 12%	3 19%	6 38%	
6	1 6%	1 6%	1 6%	0 0%	1 6%	0 0%	
7	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	
8	6 38%	3 19%	2 12%	5 31%	3 19%	5 31%	
9	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	
10	3 19%	6 38%	5 31%	5 31%	4 25%	5 31%	
Resp.	16	16	16	16	16	16	15
Avg.	6.81	7.25	6.50	7.18	6.88	7.50	

Using the **Metrix Matrix CORE Summary Reports**, a supervisor or manager can --- on demand--- review a rolled-up report revealing Satisfaction averages and percents sorted and grouped according to their needs. In the example above the report is grouped by region. Further down on the web page (out of view on this screen) are the other three regions (West, North, and South) and a total of all four regions. This format allows the requestor to see how each group is contributing to the overall satisfaction levels.

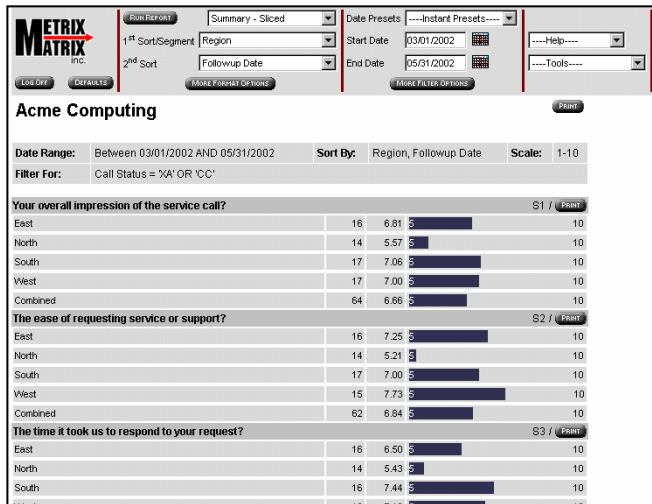
By changing the filter a manager could summarize by service representative; or a product manager could summarize by product family. The possibilities are as numerous as the data elements in your database.

# Reports – Executive



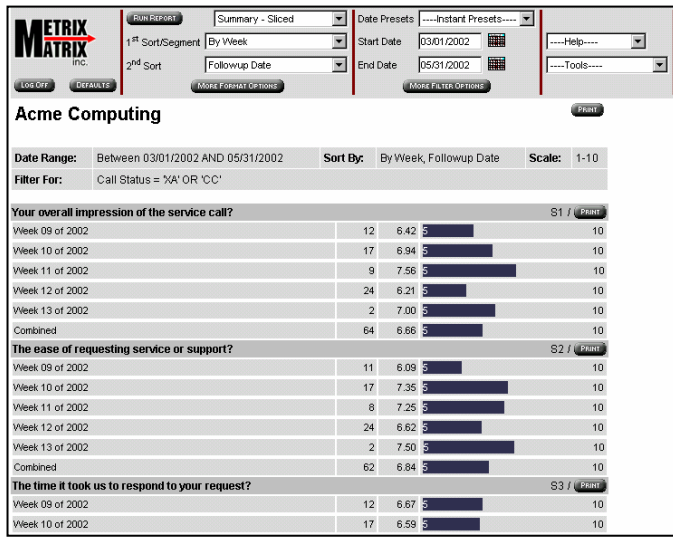
Need to make a point quick? Try a graphical approach! Using the **Metrix Matrix Executive Reports** a manager can generate a report that is short, concise and to the point.

# Reports – Benchmark



Want to see how each region is doing compared to the combined results? Run a Slice Report. You can check the performance of any segment of your organization against the combined performance of the whole organization.

# Reports – Trend



Want to see how your department is doing over time? Segment by week, month, quarter or year. Then Run a **CORE Slice Report!** You can now monitor performance of your organization on an ongoing basis.

# Formats & Filters

Display	Filter For	Field Name
<input type="checkbox"/>	<input type="checkbox"/>	Transaction ID
<input type="checkbox"/>	<input type="checkbox"/>	Account ID
<input type="checkbox"/>	<input type="checkbox"/>	Organization Name
<input type="checkbox"/>	<input type="checkbox"/>	Product Or Service
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Contact Name
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Telephone Number
<input type="checkbox"/>	<input type="checkbox"/>	Service Provider
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Call Status
	<input checked="" type="checkbox"/>	xx - Alert
	<input checked="" type="checkbox"/>	cc - Completed
	<input type="checkbox"/>	cd - Declined
	<input type="checkbox"/>	xx - Do Not Call
	<input type="checkbox"/>	zz - Problem Record

Using the Metrix Matrix Format and Filter Definition pages you can segment, sort, filter and present data according to your reporting needs. Think of the advantages of being able to segment contact comments and satisfaction scores by any and all of the following sets:

- Service Representative
- Client Account
- Product Family
- Service Type
- Region
- Supervisor
- Call Center