



Case Study

Field Agent Survey

Client

TAB-Works

Vertical

Business & Corporate

Location

Mumbai

Switch

CISCO

Introduction

TAB-Works is a modern sales force management service. TAB-Works offers innovative solutions to their client with technology and analytics, for managing their sales force efficiently.

The Need

TAB-Works came with requirement of automated process for conducting & managing Field Agent survey.

Every field Agent needs to answer certain set of questions depending on their functional area and field sector.

Depending on the response of Agents daily report should be generated for every agent as well as cumulative reports should be generated from this data.

The Solution

TELESOFT have proposed customized Dialer application which will offer automated survey process with its analysis to obtain desired results.

Solution work flow is as follows:

Step 1:

In this, TELESOFT Solution Agent details such as Name, Contact No. and their suitable timings will be fed. Application schedules call to the agent contact no. as per their suitable timings.

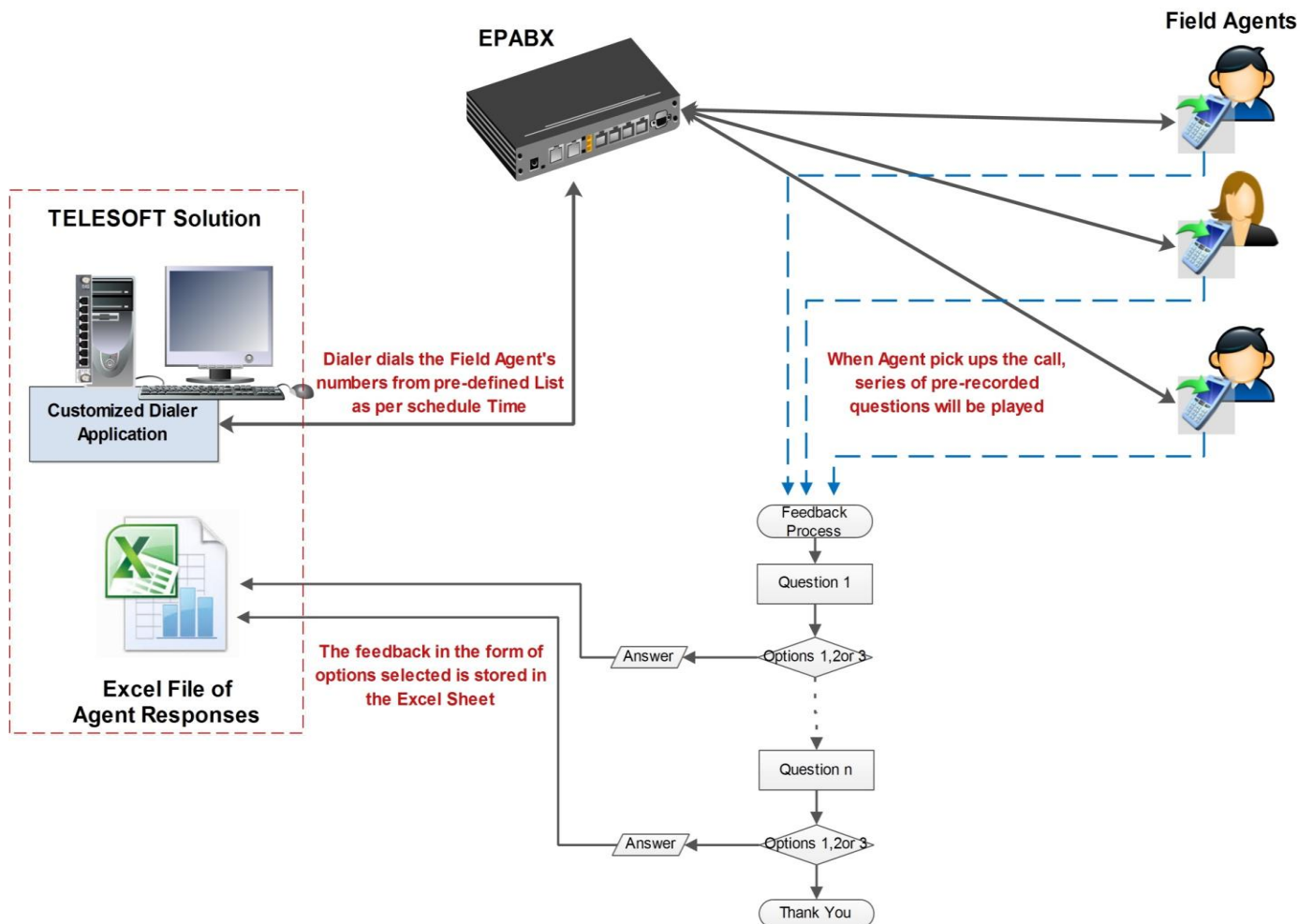
Step 2:

On every working day, call will be initiated to the Agent listed with application as per the scheduled timings. Multiple attempts will be made in case of unavailability on receiving end. Log of disposition status is maintained for every attempt.

Step 3:

When agent answers the call, dialer will prompt pre-defined questions one by one and offers multiple options for them. Agents response will be stored in excel sheet with application.

Schematic



Conclusion

Collecting the field agent details is a long and tedious process which involves trained manpower in normal course.

Customize dialer solution will offer the complete automation for process of collecting field agents details by eliminating need of manual intervention. This will make sure that daily reporting is done without fail. This will save valuable manpower. It even avoids any possibility of the human errors.