

Noble - Customer Satisfaction Survey

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Effective 03/04/2022

1. It is required to transfer patients to the survey every time the "Survey" button appears on your Noble Screen
2. Scripting (to be provided at the end of the call):
 - "I see that you have opted in to our survey. Please remain on the line while I transfer you through."
3. Click the "Survey" button. The caller will be transferred to the automated survey and Noble will place you in ACW as if the caller had hung up.

The screenshot displays the Washington Radiology Noble interface. At the top, there is a green header bar with various call control icons (Pause, Hang Up, Terminate, Transfer, Trace, Dial Pad, Hold, Agent Report, Chat) and a status bar showing 'Connected : 0:00:29 | ANI: 1 (847) 7649202 | DNIS: 25711 - WRIN'. Below the header, the main area has a teal background. On the left, there is a sidebar with the Washington Radiology logo and fields for MRN, NAME, City, State and Zip, Phone, and DOB. The main content area features a large purple heading 'TEST TWO Scheddireng'. Below this, there are sections for 'Opening Script' and 'Closing Script'. A 'SURVEY' button is highlighted with a red box on the right side. At the bottom, there is a table titled 'Today's Calls' showing a list of calls with columns for date, time, agent, connection, status, and addl_status. A 'Transfer Call' button is located at the bottom right.

date	time	agent	connection	status	addl_status
02/28/2022	14:02:17	NSC1	WRIN	NC	
02/28/2022	13:31:02	NSC1	WRIN	NS	WC
02/28/2022	13:26:33	NSC1	WRIN	NS	WC
02/28/2022	13:21:25	NSC1	INBD	NS	WC

4. Once the caller has been transferred to the survey, you will be able to terminate your call as usual.

EDITED: 03/02/22
