

Integrate your field information, avoid repetitions, and optimize your impact and your team work

All the advantages of a generic platform...



Autonomy

You have all the tools necessary to manage your feedback.



Efficiency

Interview?! works with all kinds of mobile devices : laptops, Tablet PC, PDA, smartphones, telephones, and even the Digital Pen (technology by Anoto), within a single application.



Monitoring

Precise information gathered in the right place, at the right moment, and from the right people.



... combined with a specific expertise

A **quality assistance** combining methodological reflection, creation of summarization ratings and production of performance indicators.

Automatic **alerts** (such as emails, SMS, fax) from field-completion and activated by certain situations – eg a broken down elevator.

Integrating digital pens into a process: contact files entry, or direct retrieval of digitalized signatures (time sheet, signed Acceptance Report); Interview Corp. works with you on your project so that your feedback becomes the management tool integrated into your Computer system.

Applications

- Field statements for your technicians
- Data entry of contact forms gathered at events
- Survey on impact of new products
- Quality measure
- Report following a commercial visit
- Claims data entry



Consulting and methodology

The EFM approach

Interview offers its clients a global approach that follows the **EFM method** (Enterprise Feedback Management).

Objectives: to obtain overall feedback from those who play a part in the success of your company, such as your clients, your employees, your partners and your suppliers.

Our complete offer gives you access to:
➤ methodological advices
➤ information collecting and distributing software
➤ technical support, off & online assistance

Our Survey Department will be able to give you the gathered information in a clear and immediately usable way with reliability on obtained results and on the summaries produced.

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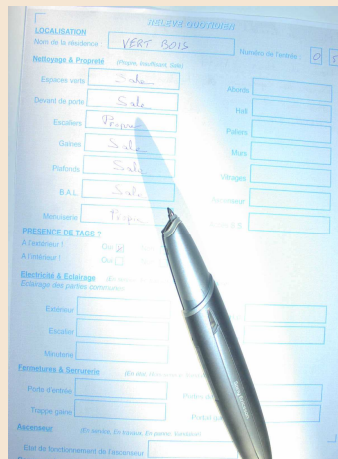
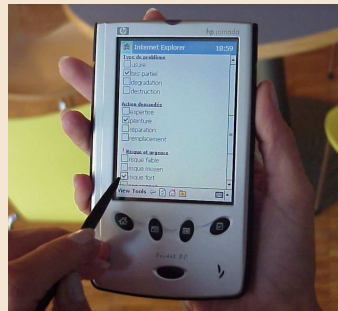
Information rapidly found out, collected and used.

Your field teams have access to key information.

Thanks to Interview?! you will be able to act faster (invoicing from a signed Acceptance Report for example), automate certain actions (send an email to the quality manager as soon as any dispute is noted), optimize your investment in the field (better feedback exploitation of events), save money and time by integrating direct data entry from the field straight to your System.

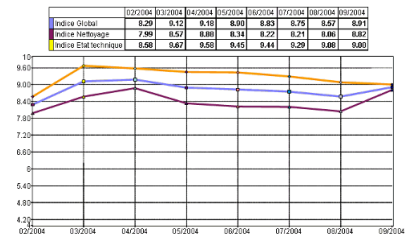
The solutions offered by Interview Corp. are able to respond to these different issues by using the mobile terminals of your team and by being innovative (collection of data and written image with the digital pen for example).

Our hosting services will be able to provide reliability and simplicity of distribution.

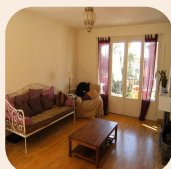


They trust us

- OFFICE HLM OF MONTPELLIER
- MOSELIS
Technical teams
- SOCIETE BOURGEOIS
- ICI PAINTS
Sales force
- BOUYGUES
Telephone aerial acceptance reports
- FRANCE TELECOM
Training evaluation, time sheets
- ORANGE
Event management and analysis



Testimony



Jean Philippe Para
OPHLM Montpellier
(Government housing services)

To be as close as possible to its tenants, Montpellier's government housing service (l'OPAC), who is in charge of more than 15 000 houses and flats, decided to start using this new work tool. 70 agents were given mobile phones equipped with Interview?!. They were in charge of reporting any problem met.

The agency's ability to react has increased this way and the field staff's way of working has been completely changed.

A system of alert control, sent to lift technicians by automated fax when activated by a simple ticked box on one of the OPAC agents' PDAs, was introduced in 2007.

Objectives reached: more precision, relevance and service for the residents.

