



All the benefits of a generic internet survey platform...



Autonomy

Your **Interview?!** plateforme helps you to with **one single tool** to manage all your satisfaction surveys :

- staff surveys
- customers surveys

Your questionnaire is sent in one or many languages, without data treatment issues.

You're able to customize it in order to ask the right question to the right people.

Each targeted people get a personalized and secured email with a link to the questionnaire. You manage confidentiality and reminders.

Answers are saved in a database and are available to consultation to authorized people.

... combined with a specific expertise

Our experts, who have gathered experience among the largest survey companies, can assist you with methodological thoughts, the creation of summary indexes and the completion of dashboards.

Our experience in satisfaction polls, the ability to compare your results with other companies' ones, allow you in a short delay to identify your key-indicators.

The possibility to set specified data analysis to your need, to measure each criterion impact on the global satisfaction, to gather information into our infocenter, managed through the web,..., makes you able to multiply your possibilities to manage your results.



Applications

- Customer satisfaction assessment
- Important client feedback
- Internal business satisfaction assessment (HR Services, Computer services...)
- 360° assessment of suppliers (by the company and by the suppliers themselves)



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

Interviews offers you two ways of getting back your results:

➤ **Analysis report:** with commented results and graphics. This report can be used into an oral presentation to the managers or employees.

➤ **Infocenter:** survey results are available online and can be used for a further analysis by specialized people (eg: quality manager of a specific geographical area).

contact

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Survey data are collected and analyzed in real time.

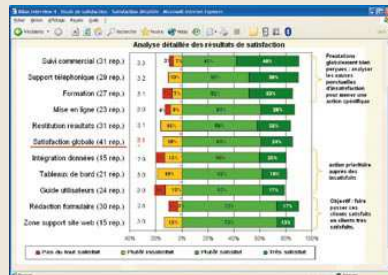
Your customers and suppliers are key factors of your success.

A complete review of your customer relationship enables you to build a relevant questionnaire, in order to set operational and clear indicators.

Thanks to Interview?!, you manage all kind of satisfaction surveys:

- Permanent or occasional monitoring of customer satisfaction
- Warnings sent to managers when sensitive results
- Social barometers
- Suppliers benchmark

Interview?! integrates itself into your processing and your computing center and gives you the means to use information. You choose the autonomy level you that suits you.



Indicateur	Score	Tendance
Score global de satisfaction	3,2	↑
Score de satisfaction de l'offre	3,1	↑
Score de satisfaction de la relation	3,0	↑
Score de satisfaction de la qualité	2,9	↑
Score de satisfaction de la rapidité	2,8	↑
Score de satisfaction de la courtoisie	2,7	↑
Score de satisfaction de la compétence	2,6	↑
Score de satisfaction de la disponibilité	2,5	↑
Score de satisfaction de la réactivité	2,4	↑

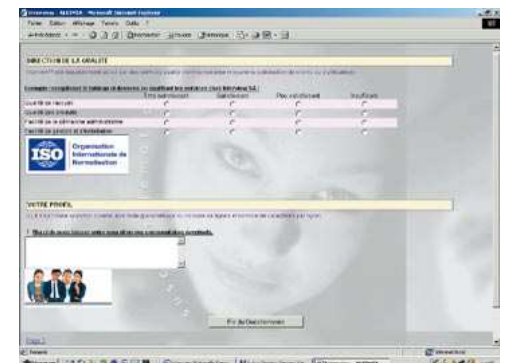


Recommendations

- France Telecom
Computer System satisfaction, internal satisfaction
- Michelin
Hotline satisfaction
- Somfy
IT management performance levels
- APICIL-GIPS
Computer Systems Satisfaction and mirror survey
- Schneider Electric
Barometer of international image and satisfaction (42 countries questioned)

Strong points

- Easy survey management (conception and diffusion) in many languages
- Administration costs reduction
- Easy archives and analyses trends management : your satisfaction barometer is just one click away!



Testimony



Mrs COT
EADS

Context : customer satisfaction survey.

Your aim?

Be aware of our customers needs and expectations and their quality perception about our researches in terms of relevance.

Production?

Creating online surveys answer to several expectations:

- Easy to answer
- Easy to use
- Reminders automatic management
- Easier statistic treatment

To conclude with?

Using the software allows you to focus on the questionnaire content and the results analysis.

We saved time on reminders management and statistic analysis. Interview Corp. support expert team is very helpful in the creation of the questionnaire and the data analysis. Interview?! fulfils our needs and expectations for our satisfaction surveys. And we'll use it to make internal assesses of suppliers satisfaction.