

# Collect feedback from clients calling support

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

It is now simple and easy to collect a feedback from a call, like a call to a support group. It can be done for calls going to Hunt Groups or to Queues.

Start by creating your queue, in the normal way.

400px

Proceed in creating the feedback collector, using an IVR with some response values. In this case just from 1 to 5.

400px

Arrange all together by using the Special Destination "Continue execution when called party hangup"

400px

The outcome of the IVR/Feedback/Poll, can be easily seen in the Stats/IVR

400px

If you like to measure the performance for each agent, you need to create an IVR for each agent and then select it using a condition. The condition needs to check the system variable **MEMBERNAME**. Unfortunately, by design (bad design) it is not possible to query a system variable directly, so you need to first assign the system variable to an **USR** variable and then test it.

## Information

Name:

Type:

Timezone:

Select timeslots:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
5am							
6am							
7am							
8am							
9am							
10am							
11am							
12pm							
1pm							
2pm							
3pm							
4pm							
5pm							
6pm							

Canistracci OIL example screen for Collect feedback from clients calling support.

# Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

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