
Helpdesk Survey

Posted by Thx1138 - 2008/05/16 00:39

Is there a way to have a survey added to the ticket of helpdesk systems like Cerberus? I would like to track customer satisfaction with our various support offerings and specifically with a ticket, live chat or phone call they may have just completed.

The integration would be allow us to know which ticket and which tech worked on the client's request. I know the new version of Cerberus supports XML in its API.

Please let me know if this is not clear.

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Re:Helpdesk Survey

Posted by Mazi - 2008/05/16 02:12

Please search the forum. Lots of other users integrated limesurvey into their environment.

There should be some interesting ideas. I remember a user who wanted to do something quite similiar. He wanted to use limesurvey to check customer satisfaction and therefore tried to connect his database to limesurvey.

If you want a detailed analysis please consider a donation because this requires some effort.

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