



ADT User Guide

https://digidesk.citrustelecom.net/app2 | Username: Your email | Password: Firstname123#

Overview

ADT allows agents to enter customer details and send out survey invites, across multiple channels, for a number of assigned campaigns.



- 1. **Summary** Enables agent to load daily, weekly, monthly metrics.
- 2. **Total** Displays the Total number of surveys sent.
- 3. **Complete** Displays the number of surveys Completed.
- 4. **Max Scores** Total number of completed surveys with Maximum Score.
- 5. **Average** Displays the Average score for all completed surveys.

Customer Details

Customer details

Enter ID **Customer name**

00000000 Customer Name

Reason code

Reason 1 ▼

Email address

customer_name@emailaddress.co.uk

Save Finish

Customer Details

- ▶ **Enter ID** Enter a unique Customer ID.
- ▶ **Customer Name** Enter the Customer Name.
- ▶ **Reason Code** Optional Reason Codes / Tags that will attribute to completed surveys.
- ▶ **Phone Number** Enter a mobile phone number for SMS survey invites.
- ▶ **Email Address** Enter an Email address for Email survey invites.
- ▶ **Save** Save customer record for future use, based on unique customer ID.
- ▶ **Finish** Close customer details, ready for next ADT entry.

ADT User Guide continued...



Survey Details

Available Surveys

SMS Survey

Example Email Survey ▼ Send Survey

Email Survey

Example SMS Survey ▼ Send Survey

Social Survey

Example social Survey ▼ Send Survey

Send Surveys After...

0 Days ▼

[Example SMS] Survey sent 15 day(s) ago on 16/03/2021

Available Surveys

- **Survey Selectors** Drop down boxes for each channel and campaign that the agent is assigned to.
- **Send Survey** Click the 'Send Survey' button to send survey invite for selected campaign.

Send Surveys After...

- **Selectable Fields** Option to delay surveys by defined number of days, hours, minutes or seconds

Last Completed Notice *If ADT recognises the customer details, it will display information about the last completed survey, with date completed and whether the customer is within the recent customer threshold*