

Hexaware

Smart Survey

Post-Interaction Surveys. Customer Insights.

CSAT for Every Interaction

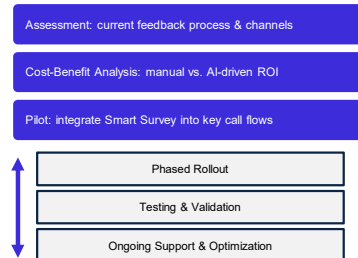
Traditional feedback collection relies on manual surveys, delayed reporting, and inconsistent follow-up, often masking real service gaps. Smart Survey, integrated with Amazon Connect, captures Post call customer satisfaction immediately after every interaction through a simple 1–5 rating with optional Voice feedback.

Hexaware helps organizations implement and scale Smart Survey through a structured rollout, delivering faster deployment and measurable CX improvement.

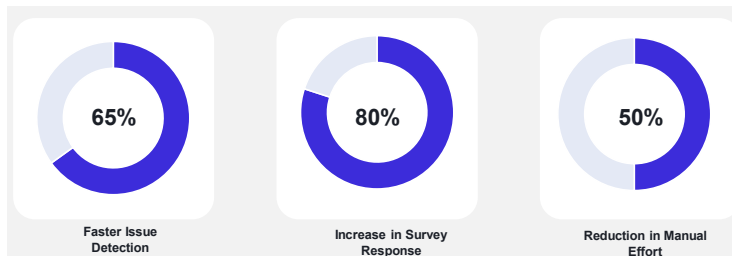
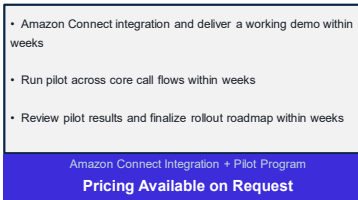
Why Move from Manual Feedback to Smart Survey?

ELIMINATE	• Manual survey distribution & tracking • Delayed, inconsistent feedback • Blind spots in agent performance
BOOST	• Real-time 1–5 CSAT scoring & comments • Smart Survey integration for Amazon Connect • Dashboard for CSAT trends & agent coaching

Move Fast with a Guided Rollout



Next Steps? — Join Our Pilot Program



To kick-start your app-based calling journey, please contact your Hexaware representative.

Learn more at <https://www.hexaware.com>

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