

“ GetFeedback, integrated directly Salesforce is providing a vital pillar of our 360 Quality View of customer interactions. We can map alignment between Customer Ratings, Agent self evaluations, and Quality Monitoring. This leads to not only faster reaction to customer trends, but the ability to start to predict and proactively perform Service recoveries.

— Brett Frazer, VP of Customer Service, Sun Basket

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Source: Brett Frazer, VP of Customer Service, Sun Basket



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