CentraCX:
Frequently Asked Questions

DEPLOYMENT	
How easy is CentraCX to deploy?	As a cloud-based application, CentraCX is quick and easy to deploy, with an initial set up taking a few days. Creating and offering surveys can be up and running in hours. The degree of ease and initial time required to implement is however largely dependent on: • The degree and complexity of the integration that is required • The CentraCX Edition selected; Foundation, Analytics or Transformation. It is recommended that prior to implementation a discovery workshop be held to fully understand requirements and develop a tailored plan that achieves agreed outcomes.

SURVEYS	
Can I deploy one survey across multiple channels/touchpoints?	Yes. You can choose which channels a survey is served through.
What are the costs associated with surveying?	Surveying costs are included in the monthly package seat price. Generally, clients will be able to send unlimited surveys per seat for voice, web, email, web intercept and API. Clients will have a limited number of SMS surveys included in each package.
Can I associate meta data with surveys?	Yes. For the voice channel, meta data can be captured by the agent at the point of transfer. Alternatively, meta data can be passed via a routing strategy. For surveys delivered via email, meta data may be incorporated into the recipient file and this information can be stored against the survey results, once they come through.

ANALYTICS	
How is my audio recording transcribed?	CentraCX offers machine-based transcription services, delivering 90%+ accuracy rate (in our testing).

	Flagged audio is passed to a third party transcription engine, via API. The third party provider uses proprietary technology to derive a text form. This technique is known as Large Vocabulary Continuous Speech Recognition (LVCSR). The transcription is passed back to CentraCX via a call back URL.
Can we exclude audio feedback of a certain length from the transcription process?	Yes.
Does Discover use real-time data?	Like OLAP data cubes and other data warehousing applications, Discover (powered by a NoSQL data store) **does not** incorporate real-time, transactional data. Instead, at the end of each day, data is pushed into the **data store** for historical reporting.

COLLABORATION	
Does CentraCX integrate with add-on and other solutions?	Yes, however the amount of work for integration will depend on the nature and level of integration required. CentraCX may contain features designed to interoperate with non-CentraCX applications. To use the features, a client may be required to obtain access to such non-CentraCX applications from their providers. CentraCX does not warrant the use of or provide support for any non-CentraCX application.

DATA STORAGE, TRANSFER AND ACCESSIBILITY	
Where is data stored?	Data is stored in local data centres relative to our customers. For example, for our Australian and New Zealand customers, data is stored in GSN's data centres in Melbourne and Sydney.
How long is data stored for, within the CentraCX portal?	Survey results and text-based qualitative feedback are not deleted and are available via the CentraCX portal, at any time.
How long are audio files accessible for, within the CentraCX portal?	Generally, audio recordings are kept for 60 days from the time they are first captured. After 90 days, audio files will be archived and will not be accessible from the CentraCX portal. Recordings can be downloaded via the CentraCX portal. Alternatively, the CentraCX support team can assist with bulk downloading of files for customers, at a small fee.
How is data transfer secured?	CentraCX uses HTTP over SSL (HTTPS) to secure connections for:

	- CentraCX portal access. - Web survey completion. - Connection to external APIs. In addition to this, emails use SMTP protocol for transmission of email surveys to clients. As such, SMTP encryption is supported but based on the end customer's mail server.
How is data shared with third party vendors?	CentraCX uses third party vendors to deliver various functions and capabilities within the CentraCX system (eg transcription). To this end, a customer's data is shared with third party vendors, for the purposes of facilitating these functions only. Where possible, data is **not** stored with third party application providers.

DISASTER RECOVERY

What are your disaster recovery and business continuity policies?	In the unlikely event of a catastrophic failure, GSN has security, business continuity and disaster recovery processes. These include failover clustering. These allow CentraCX to continue operations, with minimal interruption to clients.
How will I know about scheduled outages?	CentraCX will give clients at least 48 hours' notice for any scheduled outages for maintenance. Where possible, all scheduled maintenance will be carried outside of business hours.

SUPPORT

Which browsers are supported by CentraCX?	CentraCX supports the following browsers and versions: Internet Explorer: v9+ Chrome: v40.x - Latest version Firefox: v36.x - Latest version While interoperability with other browsers and versions may be possible, our support services do not extend to these.
When and where can I get CentraCX support?	Support services are available via the following means: Email: support@speechnetworks.com.au Phone: +613 9015 2500 during business hours, AEDT or AEST. We will endeavor to respond to all enquiries within 24 hours.
How do I receive product upgrades?	As CentraCX is a SAAS product, customers will receive upgrades automatically. Customers will be entitled to upgrades relevant to the package they have subscribed to.