

NI14 and satisfaction software solutions V7

Company	Product	NI14	Satisfaction	Description
rol <a href="http://www.rol.co.uk/">http://www.rol.co.uk/</a>	GovMetric <a href="http://www.govmetric.com">www.govmetric.com</a>	X	X	Satisfaction and NI14 recording
Singularity <a href="http://www.singularity.co.uk">www.singularity.co.uk</a>				Case management
Rostrvm <a href="http://www.rostrvm.com">www.rostrvm.com</a>	<a href="http://www.rostrvm.com">www.rostrvm.com</a>	X		Contact centre software
Opal Response	<a href="http://www.opalresponse.com">www.opalresponse.com</a>	X	X	Contact, case and satisfaction management
CMetrix <a href="http://www.cmetrix.co.uk">www.cmetrix.co.uk</a>	<a href="http://www.mavisnet.com">www.mavisnet.com</a> <a href="http://www.customersurveysuite.com/lq.html">http://www.customersurveysuite.com/lq.html</a>	X	X	Satisfaction, gap analysis and NI14 recording
<a href="http://www.opinion-8.com">www.opinion-8.com</a>	<a href="http://www.opinion-8.com">www.opinion-8.com</a>	X	X	Automated survey solutions
SSMRT Lt (Self Service Market Research Technologies)	<a href="http://counciltracker.u-l.org.uk/home/index.php">http://counciltracker.u-l.org.uk/home/index.php</a>	X	X	Benchmarking and insight – Low cost market research tools
IIZUKA	IIZUKA Citizen Services Manager	X		Case management & dashboard

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<a href="http://www.iizuka.co.uk">www.iizuka.co.uk</a>				
CDC Software <a href="http://www.cdcsoftware.com">www.cdcsoftware.com</a>	CDC Respond <a href="http://www.cdcsoftware.com/en/CDRespond.aspx">http://www.cdcsoftware.com/en/CDRespond.aspx</a>		X	Customer-initiated feedback
EnquirySolve <a href="http://enquirysolve.co.uk/wiki/index.php?page=WELCOME">http://enquirysolve.co.uk/wiki/index.php?page=WELCOME</a>	CMS10 <a href="http://enquirysolve.co.uk/wiki/index.php?page=CMS10+Index">http://enquirysolve.co.uk/wiki/index.php?page=CMS10+Index</a>	X	X	Customer management
CRT Viewpoint <a href="http://www.customersatisfactionssurveysoftware.co.uk/">http://www.customersatisfactionssurveysoftware.co.uk/</a>	<a href="http://www.customersatisfactionssurveysoftware.co.uk/Customersatisfaction/customer-feedback">http://www.customersatisfactionssurveysoftware.co.uk/Customersatisfaction/customer-feedback</a>		X	Customer satisfaction surveys
Fizzback <a href="http://www2.fizzback.com/Home.aspx">http://www2.fizzback.com/Home.aspx</a>			X	Customer engagement at the point-of-experience