

Satisfaction software solutions V9

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

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www.iizuka.co.uk			dashboard
CDC Software www.cdcsoftware.com	CDC Respond http://www.cdcsoftware.com/en/DCRespond.aspx	X	Customer-initiated feedback
EnquirySolve http://enquirysolve.co.uk/wiki/index.php?page=WELCOME	CMS10 http://enquirysolve.co.uk/wiki/index.php?page=CMS10+Index	X	Customer management
CRT Viewpoint http://www.customersatisfactionsoftware.co.uk/	http://www.customersatisfactionsoftware.co.uk/Customer_Satisfaction/customer-feedback	X	Customer satisfaction surveys
Fizzback http://www2.fizzback.com/Home.aspx		X	Customer engagement at the point-of-experience
CCD Health Systems http://www.ccdsystems.com/Home.aspx	AEMS for Client Feedback http://www.ccdsystems.com/Products/AEMSforClientFeedback.aspx	X	Client feedback
Kampyle	http://www.kampyle.com/	X	Customer engagement