





Strem Alert®

## Sending a Strem Alert Survey: Jump Start

Get the feedback your company needs, anytime. This sheet provides you with an overview to record and send voice surveys and manage survey results in a few easy steps. For more information on your Strem Alert Survey solution, please visit [http://www.cleo.com/products/strem\\_alert.php](http://www.cleo.com/products/strem_alert.php).

### Seamless Experience

A few best practices will keep you up and running with your new Strem Alert solution.

- Select the *Help* menu, or the *Information* icon at any time for helpful hints on using Strem Alert.
- Shortcuts are not recommended to launch Strem Alert unless they are setup by your System Administrator as they may not take you to the proper starting point.
- To move back and forward within the pages of your Strem Alert broadcast, be sure to use the Strem navigational buttons in the  left and  right corners of your Strem Alert window. (Using the navigational buttons in your browser is not recommended).

### Prepare: Work Yet to Be Done? Or, Ready to Launch?

#### Either Way, You'll Be Up and Running Soon with Strem Alert Survey!

If you still need to create your survey, record messages, create a text file for your survey or create a new template for your survey, please review the *Strem Alert Survey: Pre-Launch Preparation Jump Start* before continuing with this sheet.

OR

If you've already created the survey questions, you plan on using a pre-recorded a message, plan to create a survey on the fly or are using a text file for your survey that already exists and are working from an existing template you are ready to go!

### Send: Ready to Launch.

- If your system administrator has Express Launch set as your default, you will need to click on the *Switch to 5-Step Launch* option on the top right corner of your *User* screen.
- Choose *User* at the top right of your screen.

### Distribution Method Selection

**Step 1:** Type your *Broadcast Title*. This will be what you search for when reviewing your survey broadcast. It will not be seen by your recipients.

**Step 2:** Choose *Telephone* and/or *Cell Phone*.

**Step 3:** Click on the *Survey* box.

**Step 4:** Choose *Continue*.

### Message Creation/Selection

Select the message that you would like to send.

#### Select Pre-Recorded Message

Select the *Pre-Recorded Message* option. From the drop-down menu, choose the message you recorded during the *Pre-Launch Preparation* process.

#### Record a Message

Refer to the *Strem Alert Survey: Pre-Launch Preparation Jump Start* for additional information on recording a message. Once you have completed these steps, select the *Add Message* button to add your message to the broadcast. You will be able to listen and view your message once added.

#### Create from Text

**Step 1:** Select the *Create from Text* option and type your message in the Text box.

**Step 2:** Choose *Add Message*. Your text will be converted to voice and you will be able to listen to and view

your message.



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### Recipients

Here you will choose who will receive your Survey. Choose from a pre-existing list of recipients, import a CSV file list, search recipients by last name and/or add recipients on the fly. For additional information on list options see *the Strem Alert and Strem Alert List Management User Guides*.

### Options

In the *Options* section, you will enter the From Name, Confirmation Email address, Billing Code or Batch ID and Schedule your Survey to be delivered. At the bottom of the screen, select the Survey name from the drop-down menu. For more information on the *Options* section, see the *Strem Alert User Guide*.

### Review and Submit Broadcast

**Step 1:** Listen to your message and survey questions audio, and view any text you typed.

**Step 2:** If satisfied, choose *Submit* and then *OK*.

### Receive: Recipients Get Your Survey Right When You Want Answers – All Through a Simple Phone Call.

Once the survey calls are complete, a confirmation email will be sent to the email address you listed in the *Options* section.

### Track & Store: Monitor the Progress of Your Survey, Real-Time.

**Step 1:** Choose *User > Reports > Status*.

**Step 2:** Search for a Broadcast by using the drop-down menu and typing in specific information.

**Step 3:** Choose *Search*. Or, you may find your survey broadcast job and click on the job number to the left.

**Step 4:** The *Status* page for that survey will appear with a summary.

**Step 5:** Click on *Details* to see a list of the specific recipients and whether or not they completed the survey.

**Step 6:** To see a summary of the survey question results for each survey question, choose *Click Here to List the Results* on the bottom left of your *Status* box.

**Step 7:** Search for specific responses by recipient's *Name* or *Number/Address* if desired.

**Step 8:** You can *Export Details* or *Export Recipients* to a file such as Excel where you can sort and analyze as needed.