

Case Study

About

The company is a cutting-edge, full service survey research firm with special expertise in designing and conducting eSurveys and telephone surveys especially in the areas of customer satisfaction, employee satisfaction and organizational communications. It provides economical and quick eSurveys that are delivered within days and not in weeks or in months like traditional surveys.

The Challenge

On behalf of CC (Code Name), one of the largest software companies in the world, the client was searching for a solution that would allow it to continue providing surveys on any subject such as customer satisfaction, employee attitude getting accurate information on each of them. Every survey was to be managed by one specialized consultant and all the information is kept confidential.

The Solution: iLanguage Global CRM

iLanguage was selected by the company to provide translation services for client satisfaction HTML surveys in 6 languages. iLanguage also provides the customer with an email support helpline staff of translators to assist participants from all over the world.

The project involved translation of the eSurveys for the European and Latin American market. Once the surveys were sent out, a team of translators covering 5 languages was set up to provide 24/7 eMail support to answer user questions.

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