

ARYA: Providing Call Quality Feedback Product Document

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Read on to learn about the ARYA Call Quality Feedback service.

Overview

Our aim is to continuously improve our product to provide a calling experience that is unrivaled by any other application. ARYA uses automatic logging, user feedback, and AI analysis to identify opportunities to improve the service and provide timely advice to users. Users can also use ARYA to report spam, and when possible the service will block the number for the user.

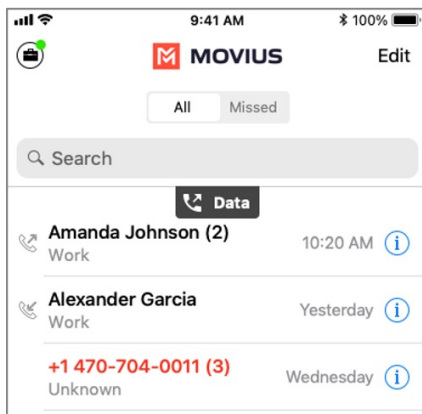
Your organization can opt into two user feedback models: feedback from the Recents screen, or prompts after a call.

User feedback processes

Recents screen

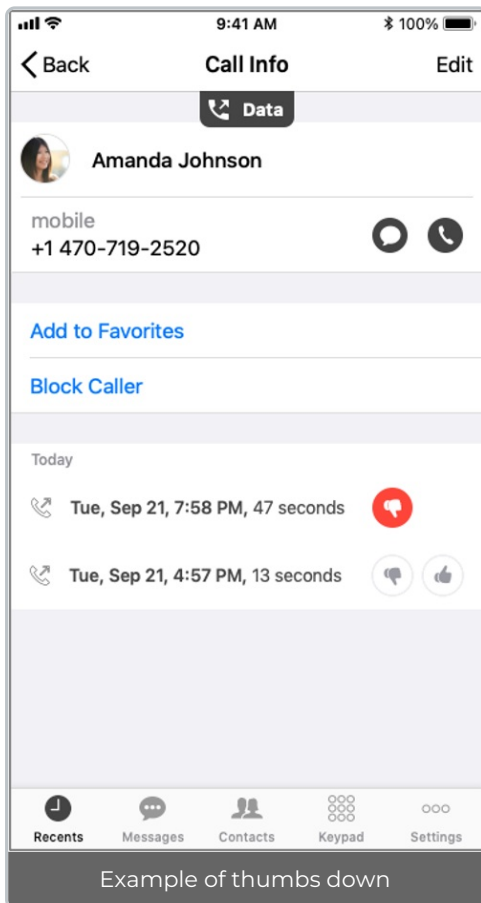
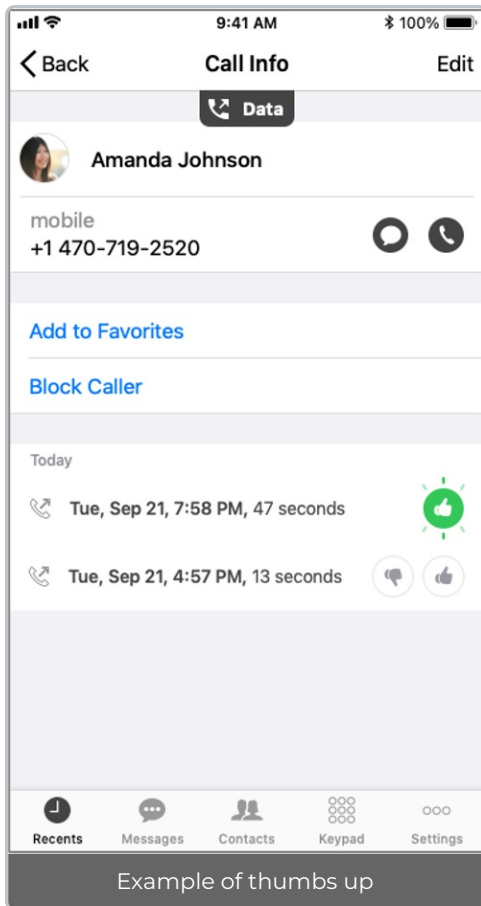
With this feedback model, users can provide feedback at any time by going to the Recents screen.

1. Go to the **Recents** screen and tap the call.



2. The full list of calls with that caller or contact will appear. Tap the **thumbs up** or **thumbs down** icon for the call.

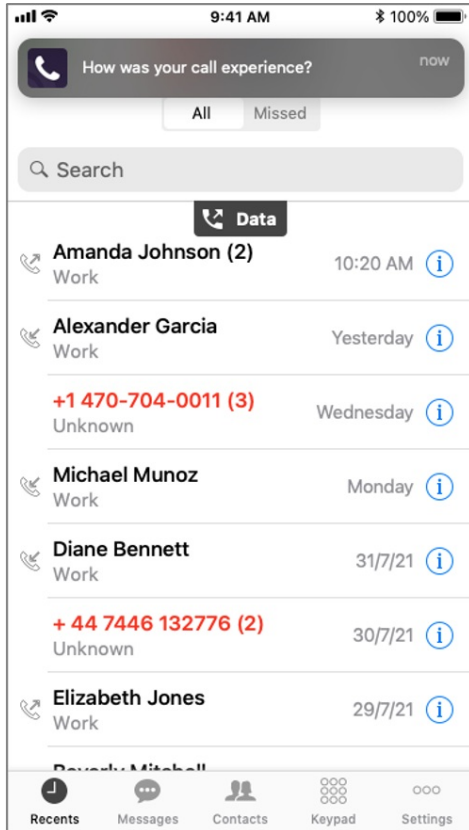
After a short moment the icon will change color to let you know the feedback has been sent.



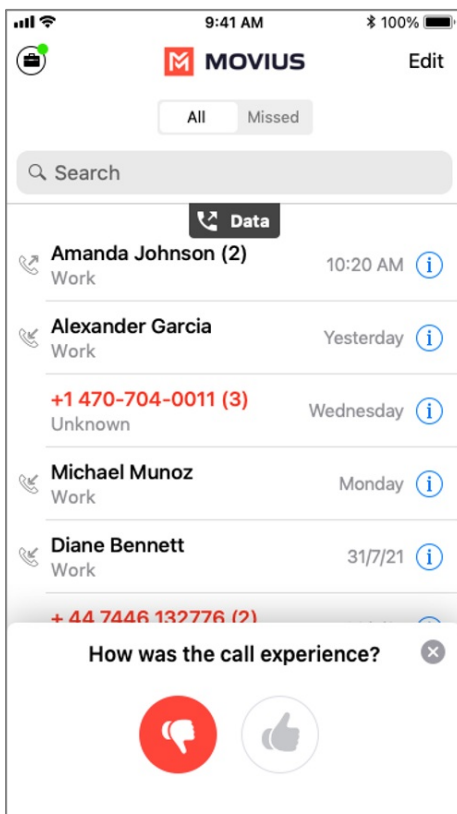
Prompts after call

With this feedback model, after users end their call, they'll receive a prompt requesting feedback.

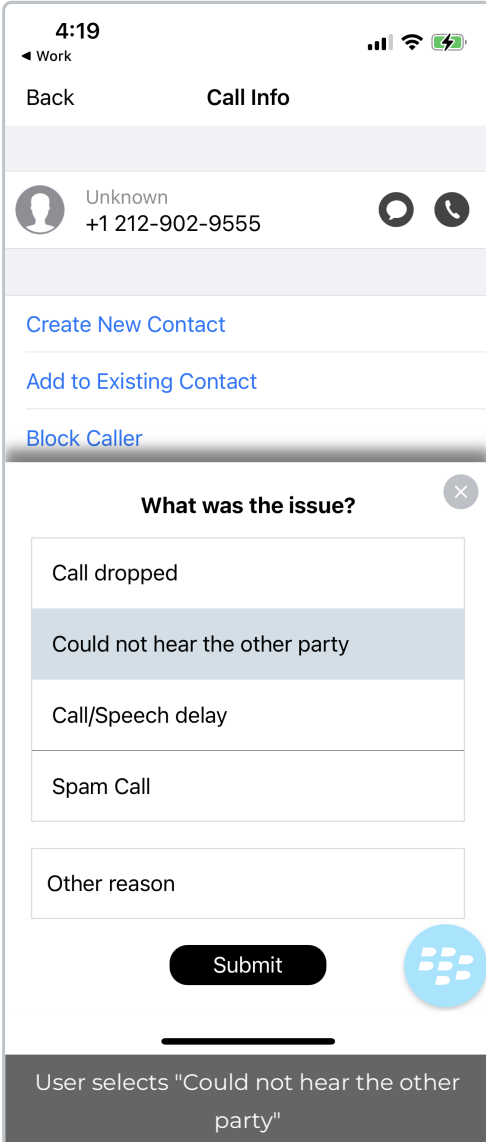
1. After the call ends a notification appears, click the notification to pull up the app screen.



2. The prompt appears providing the thumbs up and thumbs down options.



3. If the user chooses thumbs up, this completes the feedback process. If the user chooses thumbs down, they're asked "What was the issue?"
 - Movius offers four default options: "Call dropped", "Could not hear the other party", "Call/Speech delay", or "Other".



The screenshot shows a mobile app interface. At the top, the status bar displays the time 4:19, signal strength, Wi-Fi, and battery. Below the status bar is a navigation bar with a 'Work' label and a 'Back' button. The main header is 'Call Info'. Below this, there's a contact card for 'Unknown' with the phone number '+1 212-902-9555'. To the right of the contact card are two circular icons: a speech bubble and a phone handset. Below the contact card are three links: 'Create New Contact', 'Add to Existing Contact', and 'Block Caller'. A modal titled 'What was the issue?' is open, showing four options: 'Call dropped', 'Could not hear the other party' (which is selected and highlighted in blue), 'Call/Speech delay', and 'Spam Call'. Below these options is a text input field labeled 'Other reason'. At the bottom of the modal is a 'Submit' button and a blue circular icon with a white grid pattern. A dark grey bar at the very bottom of the screen contains the text 'User selects "Could not hear the other party"'.

- Organizations can configure their own options if desired.
4. If the user chooses "Other", they can type their reason into the field.



MOVIUS


4:19

◀ Work



📶 🔋

Back

Call Info



Unknown
+1 212-902-9555



Create New Contact

Add to Existing Contact

Block Caller

Today

What was the issue?

✕

Call dropped


Could not hear the other party

Call/Speech delay

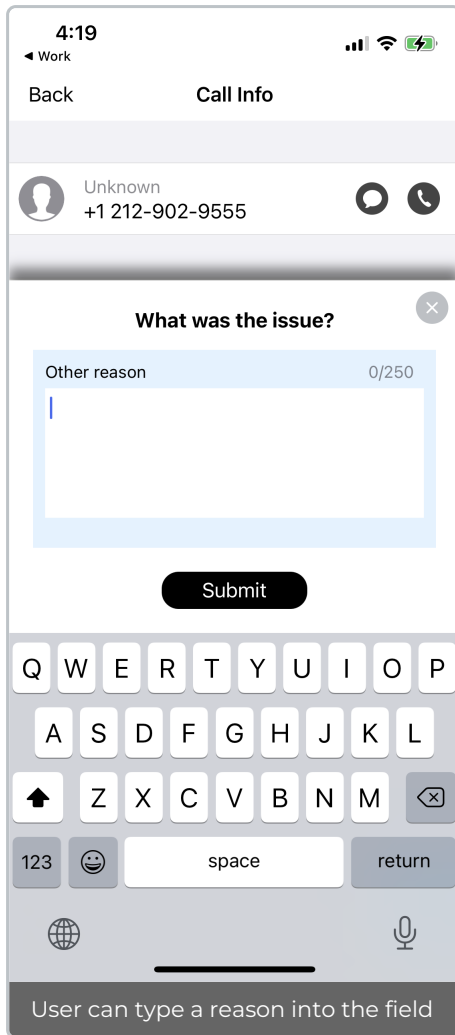
Spam Call

Other reason

0/250



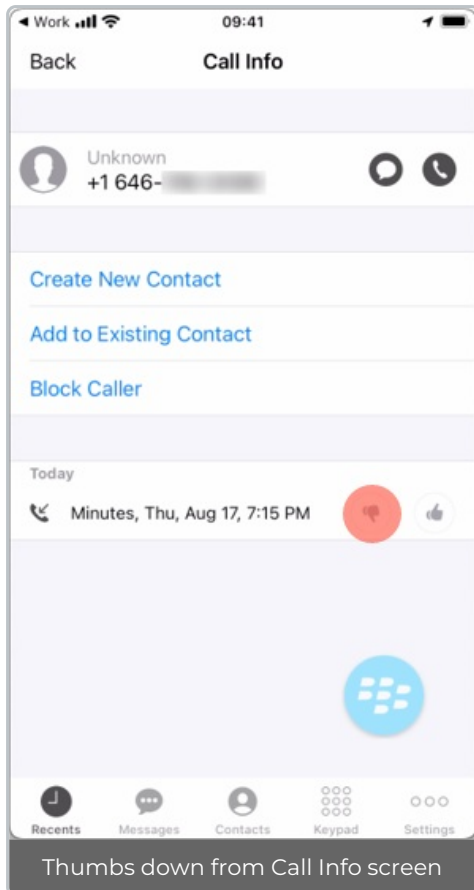
User selects "Other Reason"



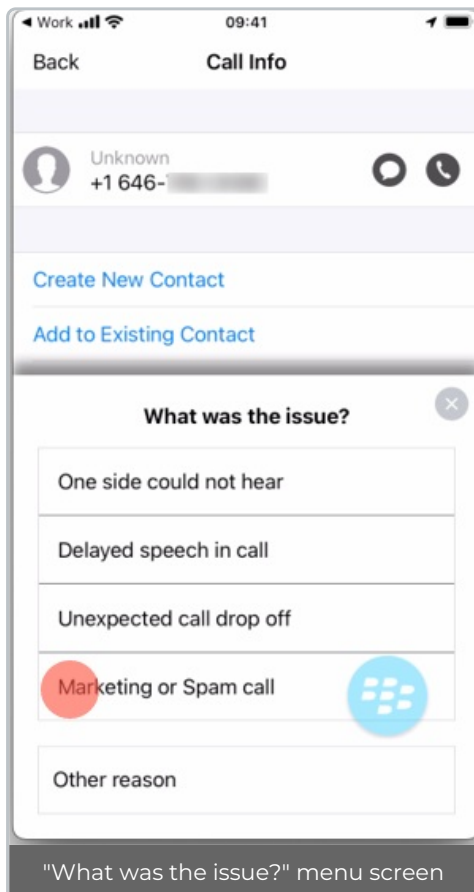
Reporting Spam

Spam is an unfortunate reality of mobile communications. While Movius and partners make every effort to reduce spam for MultiLine users (<https://help.moviuscorp.com/help/spam-faq>), users will still sometimes receive spam calls. MultiLine Users can use the call quality feedback utility to report spam, and ARYA will automatically report the spam and when possible, block the number.

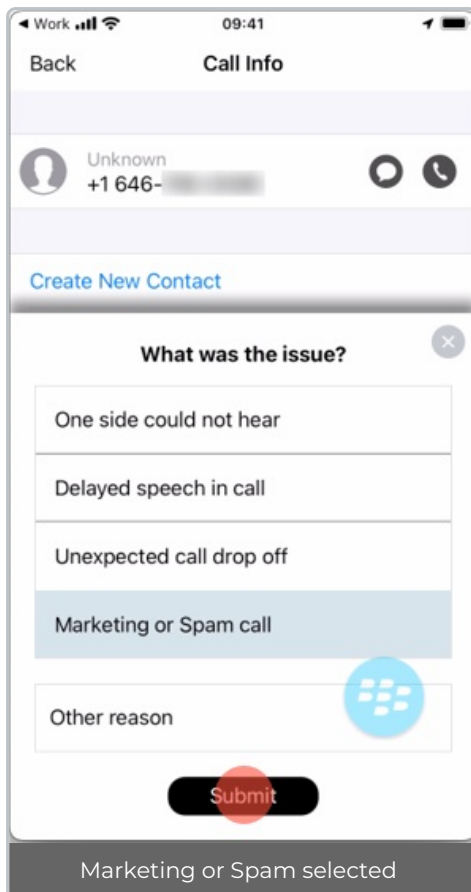
1. The user gives the call a thumbs down, either by selecting a recent call or selecting the notification after the call.



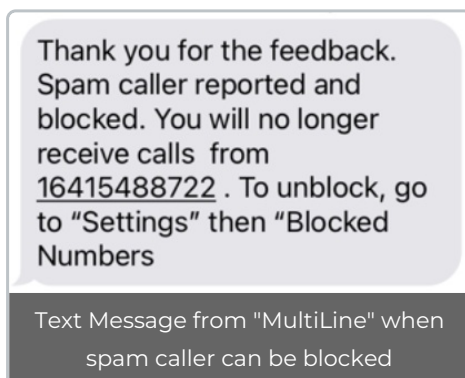
2. The user selects **Marketing or Spam call** from the drop-down list.



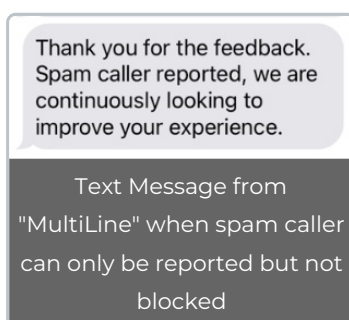
3. The user selects **Submit**.



4. The user will receive a text message from "MultiLine". If it is possible to block the number, the user will see:



In some cases, it isn't possible to block the number, because the spam caller has hidden it. In these cases, the user will see:



5. If the user goes to their **Blocked numbers** (<https://help.moviuscorp.com/help/block-numbers>) list in Call Settings, they'll see the number listed there. If the user marked a call as spam by mistake, they can unblock on this screen.

