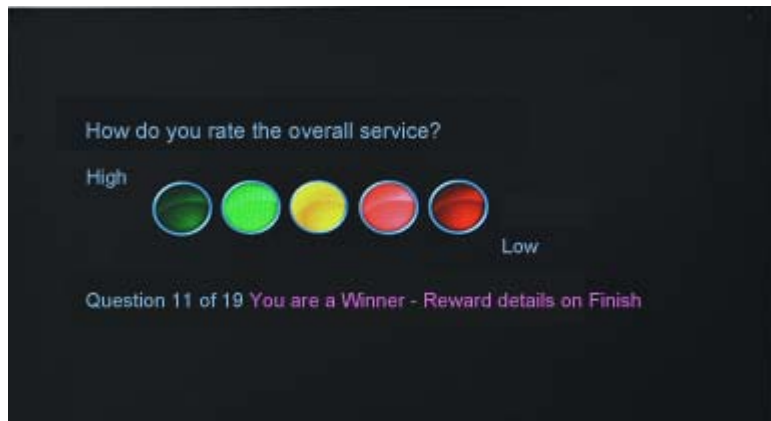


Portable Onsite Customer Feedback

As an executive of a chain operation, you have realized the critical need for an instantaneous high quality high volume customer feedback system. Such a system will allow you to be on top of the customer experience management based on live quality metrics. Forrester research study reports that a well designed (customer friendly) system can bring millions in additional revenue. Quickly identifying any chronic customer issues and then helping to resolve them in a timely manner, our system will help you to retain and grow your loyal customer base.



Differentiation:

The current feedback collection approach (email, phone, website or feedback cards) is tedious at best. That is why we designed a revolutionary 7 inch tablet based solution - that is **absolutely simple to use and to manage**. In addition, our random reward option helps to create onsite customer excitement. Our IntelliProbe feature allows a customer to complete a survey with as few as one or as many questions required to probe the issue - in a fraction of a minute, not 5 - 10 minutes. The customer just makes selections - no data entry or computer navigation is required. We call it a customer experience management system.

Management Portal:

Our highly secure management portal is designed with functional tabs for easy analysis and visualization. It works out of the box. You can edit, create and deploy surveys quickly without any IT help. Edit your questions and then activate selected surveys across all your locations. Review your customer comments for quick corrective action instantly from anywhere. Configure for live alerts based on trends or low ratings.



Benefits:

We have developed a premium purpose-built system for multi-location experience management - it scales from one to hundreds of locations with the same ease. Our pre-configured tablet does not need any downloads or any operational instructions or staff training. On power up of the tablet, it lands on the START button page of the survey automatically. With our system you can expect high quality high volume feedback instantly - because you have made it easy, fun and exciting for your customers.