Success and Failure

Managing customer experience is a critical function for any multi-location operation. Success and failure of any operation can be traced directly to good and bad customer experience.

Survey Approaches

There are many approaches to create a survey. Comment card, email or online are some of them with significant drawbacks. Our system is designed around handing out tablet/Smartphone at the end of the service. Analysis, charts and plots are provided on a secure login management portal - watch it on your Laptop or Mac. Additional feed is available for your backend analytics or a custom display.

Differentiation

Our system is specially designed to boost customer comfort level and reduce monotony. It's totally anonymous with no traceability. These two factors significantly improve the quality of the feedback. A deep probing functionality of our system helps to uncover real customer issues. Add to this our passion to continuously innovate and incorporate latest in technologies and advances in domain expertise.

Improved Revenue

Large volume of quality feedback will help your management team to identify and fix real customer issues. This, in turn improves your customer's experience significantly. Happy customers are loyal customers. According to domain experts, retaining and expanding the loyal customer base translates directly to measurable improvement in your company revenue stream.