

SMS ENABLED Net Promoter Score SOLUTION



Hi, On a scale of 0-10 (10 being highest) how likely are you to recommend {insert company or service} to a friend or colleague?

Thanks, we highly value your feedback. One of our team will be in contact with you to discuss how we can improve.

CUSTOMER EXPERIENCE (CX) SOFTWARE

- » Survey Customers/Clients
- » Measure Customer Happiness
- » Gain Insights to Improve Service Levels & Processes
- >> Increase Retention & Referrals









"By 2020 'CX' will overtake price and product as the main differentiator" (Walker)

- » NPS Internationally recognised single question customer satisfaction survey
- Templated automatic SMS replies back to your customer based on their NPS score (refer phone image above)
- Monitor the 'health' and 'loyalty' of your most important asset (\$) - Your Existing Customer Base
- » Comprehensive backend reporting of results
- SMS generates up to 6x the response rate of comparable email based surveys
- » Access to quality (and fast) feedback helps your business to better understand client needs & behaviours, allowing you to implement strategies to improve



Text "CX" to 0488 826 800 to learn more

