Call response time today

19%
34%
47%

● less than a minute
● 1 to 3 minutes
● more than 3 minutes

SURVEY+
Instant Feedback by Mobile

MAKE IT EASY TO RESPOND: The key to a high completion rate is brevity. Survey+ is designed for concise and short surveys that make it simple for the customer. Designed to be deployed immediately after a customer contact, the memory of the interaction is fresh, and this also helps to maximize the response rate.

THE POWER OF INSTANT FEEDBACK

Survey+ enables instant performance feedback by mobile. It supports the full feedback loop in real-time, from survey request to data capture and CRM incident creation.

Survey+ takes advantage of the power of mobile technology to maximize customer feedback. Where emails get ignored, survey requests by mobile have been shown to have a significantly higher response rate.
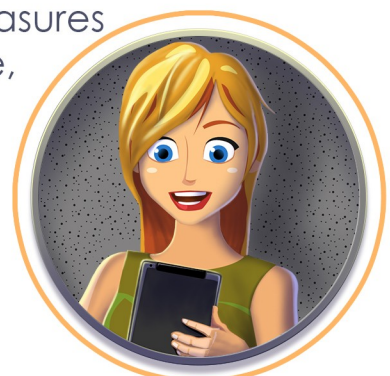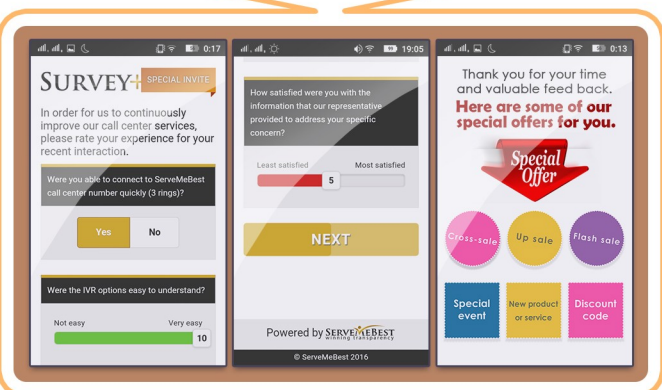
Survey+ delivers data back to the CRM for immediate analysis – and action.

HOW IT WORKS: - Survey+ is a cloud service. Set up your surveys using predefined templates, or request a new one. Send survey invitations using your preferred interface, and capture feedback instantly. Summary data can be viewed on-line, and detailed results exported by file or API.

KEY BENEFITS:
- Instant survey request maximizes response rate
- Keep surveys fresh via on-line design utility
- Feature-rich API for CRM integration
- Optimized for delivery by SMS and completion on mobile devices
- Live access to survey results enables rapid corrective measures
- Cloud based service, nothing to install
- Licence fees based on usage

SURVEY+ SPECIAL INVITE

In order for us to continuously improve our call center services, please rate your experience for your recent interaction.

Were you able to connect to ServeMeBest call center number quickly (3 rings)?

Yes   No

Were the IVR options easy to understand?

Not easy   Very easy
                        10

How satisfied were you with the information that our representative provided to address your specific concern?

Least satisfied   Most satisfied
                5

NEXT

Powered by ServeMeBest

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Thank you for your time and valuable feed back.
Here are some of our special offers for you.

Special Offer

Cross-sale   Up sale   Flash sale

Special event   New product or service   Discount code

ServeMeBest
winning transparency

EVENT DRIVEN FEEDBACK

Survey+ is a complete solution for capturing customer sentiment. Choose a file-based service, or use the real-time interfaces to quickly gather rich data and complete the feedback loop.

Build

Design survey content to meet your business requirements. Send personalised surveys directly from your CRM.

S+

1. Set up and test surveys

CSV

API

CRM

2. Send a survey request via API or batch file

SMS

DATA CAPTURE

S+

3. Survey+ handles distribution and data capture

CRM

5. Analyse feedback and take action

S+

4. Export data from Survey+ by file or API

API

CSV

Deploy

Capture customer sentiment in attractive, easy to fill survey forms, using a range of response selectors including free text entry.

Analyse

Get instant feedback – when and where you need it. Send survey alerts directly back to the CRM system, or export the data manually or automatically.

Each survey dataset is linked to a mobile number or other CRM identifier, so the customer opinion can be fed into the workflow for any necessary corrective action.

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FEATURES

- Cloud based service
- Customisable survey screen design
  Based on the standard templates, you can self-administer multiple surveys.
- Answer types include
  - o Radio button lists
  - o Yes/No radio buttons
  - o 0-10 Slider (Net Promoter Score methodology)
  - o Rating Eg. 1-5 stars
  - o Free text entry
- Support for conditional questions (branching)
- Optional IVR integration module
- RESTful API to initiate survey requests from your CRM. Includes support for customer name, Customer ID and incident ID, and an API test tool.

- SMS sending worldwide (one-way mobile terminating SMS) or integration with your preferred SMS gateway.
- Invitations sent by SMS or Email, with embedded survey link. Supports normal and Unicode SMS (for all languages)

- Send ad-hoc survey invitations from browser interface
- Batch mode for sending of multiple survey requests
- Personalisation: SMS Invitations and mobile survey screens can include the customer's name.

- Repeat Survey Blocking: To reduce "survey fatigue" and increase completion, this feature controls the number of surveys sent to a particular mobile number, with the ability to block repeat sends for a defined number of days.
- Alerts function: Survey results including low scores and call back requests can trigger an alert action via email or CRM notification. A CRM incident ID is supported, so the survey can be linked to a particular CRM customer contact.
- Dataset identification: Each survey is sent with a unique URL, so the survey response can be linked with a particular customer. Datasets can be linked by mobile number, by CRM customer ID, or CRM incident ID.
- SMS and Survey Statistics.
  - o SMS Sent/received
  - o Survey Opened/Started/Completed
  - o Completion Ratio
- Survey Analysis
  - Link to summary charts of survey results
  - Export in CSV format for 3rd party reporting tool
  - Automatic file transfer using SFTP protocol
  - Provide raw data as XML structure via a https interface

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