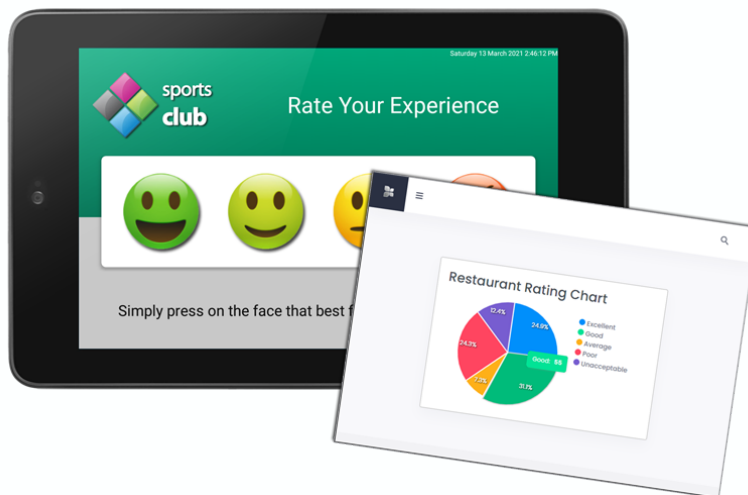


DIGITAL RATING

CAPTURE CUSTOMER FEEDBACK IN REAL TIME

Use valuable insights and trends from customer feedback data and turn them into actions to improve customer satisfaction and discover service improvements.



AAC SOLUTIONS

Overview

Customer feedback measures how satisfied or happy customers are with the service or goods they have received. Technology has made obtaining this feedback simple to integrate into existing processes and easy for customers to use.

How it works

Tablet devices are utilised to display custom, branded artwork to attract the attention of customers and encourage them to rate their experience. Responses are instantaneously sent to a desired workflow so management and staff are informed of customer service issues. Feedback can simply include one question response or multiple questions with text boxes for more detailed responses.

Features & Benefits

- Real-time customer feedback
- Integrate to staff messaging
- Rich real-time analytical data for customer service improvements
- Custom, branded artwork for tablet display
- Bespoke workflows to suit business operations

