Customer Satisfaction Surveys

Get actionable customer feedback at a lower cost

Clear feedback is the cornerstone of improvement. With our platform, you get more reactions from your customers at a lower cost. Our Digital Agent can process hundreds of concurrent calls and efficiently collects verbal feedback as well as ratings on a certain scale.

80 – 90 %	**1000**	**24x7**
of answered phone calls	calls in minutes	availability

Get feedback from 80 % of customers

Our voice assistant calls the customer after the purchase or any other interaction and asks for a feedback.

The customer can rank the service e.g on the scale from 1-5 . Our digital agent subsequently asks follow-up questions, such as why the customer is the most/the least satisfied.

It makes it way easier to collect and evaluate feedback as the AI transcribes everything the customer says and sorts the answers according to their categories or sentiment.

Lower Costs   Immediate Reactions

DIGITAL AGENT   CUSTOMERS

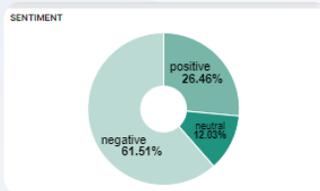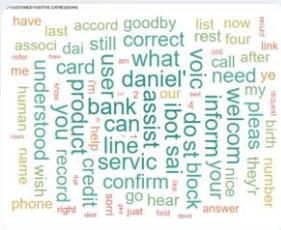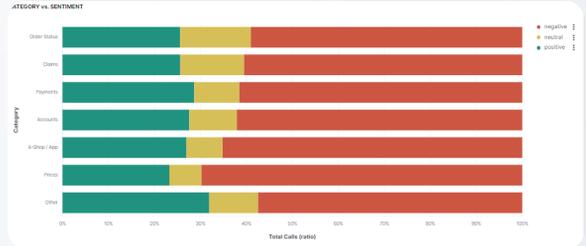## 2 weeks to set your voice assistant

DESIGN   TEST   PILOT   OPERATE

Sentiment Analysis

Our platform can analyse all previous customer interactions and allows you to choose to collect detailed customer feedback only for selected interactions – for example, survey only the worst 5 % based on sentiment analysis.

Digital agent also deals with

DELAYED CALLS: Many customers do not answer the first call or ask for a later one. The voice assistant puts the call on hold and calls again at the time defined by the customer.

INCOMING CALLS: If the customer calls back, voice assistant answers it, introduces itself, thanks the customer for calling back and continues with conducting the survey. All that 24x7 with unlimited number of parallel calls.

Join more than **60 B2B CLIENTS** in **6 countries** who trust us: