

Customer Satisfaction Surveys

Get actionable customer feedback at a lower cost

Clear feedback is the cornerstone of improvement. With our platform, you will be able to handle **more responses from your customers at a lower cost**. Our Digital Agent can process **hundreds of concurrent calls** and efficiently **collect verbal feedback** as well as ratings on a specified scale.

80 – 90%

1000

24x7

of phone calls answered

calls per minute

availability

Get feedback from 80% of customers

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

The customer can rank services, for example, on a scale from 1-5. Our digital agent will then ask follow-up questions, such as **why the customer is satisfied or unsatisfied**.

Our **AI transcribes conversations** to make collecting and evaluating feedback easier by categorizing customer answers **according to their topic or sentiment**.



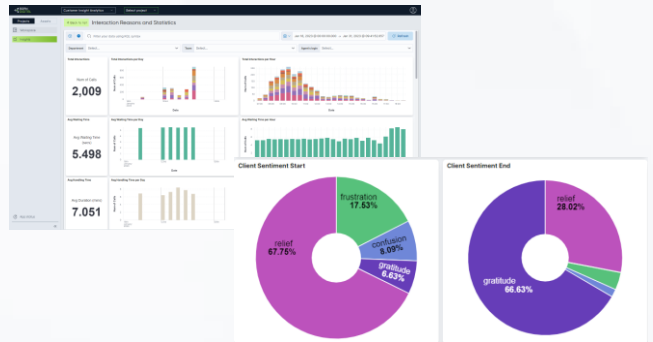
2 weeks to set up your digital agent





Sentiment Analysis

Our platform can **analyze all previous customer interactions** and allow you to choose what **detailed customer feedback** to collect. This can include specifically selected interactions such as a survey only sent to the worst 5% of customers based on a **sentiment analysis**.



Digital agent can also manage ...

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

INCOMING CALLS: If the customer calls back, the voice assistant answers it, introduces itself, thanks the customer for calling back and continues with conducting the survey. The digital agent is able to conduct such incoming calls concurrently, 24x7.

Join more than **70 B2B CLIENTS** in 6 countries who trust us:

