

Supercharge CX Insights in Gainsight

InMoment's flexible, lightweight customer feedback software complements Gainsight by delivering Voice of Customer (VoC) insights and aligning everyone in your company around end-user success.

End-user CX survey feedback in Gainsight. Survey customers inside your product with in-app NPS, CSAT, and CES surveys.

Gather feedback throughout customer journey.

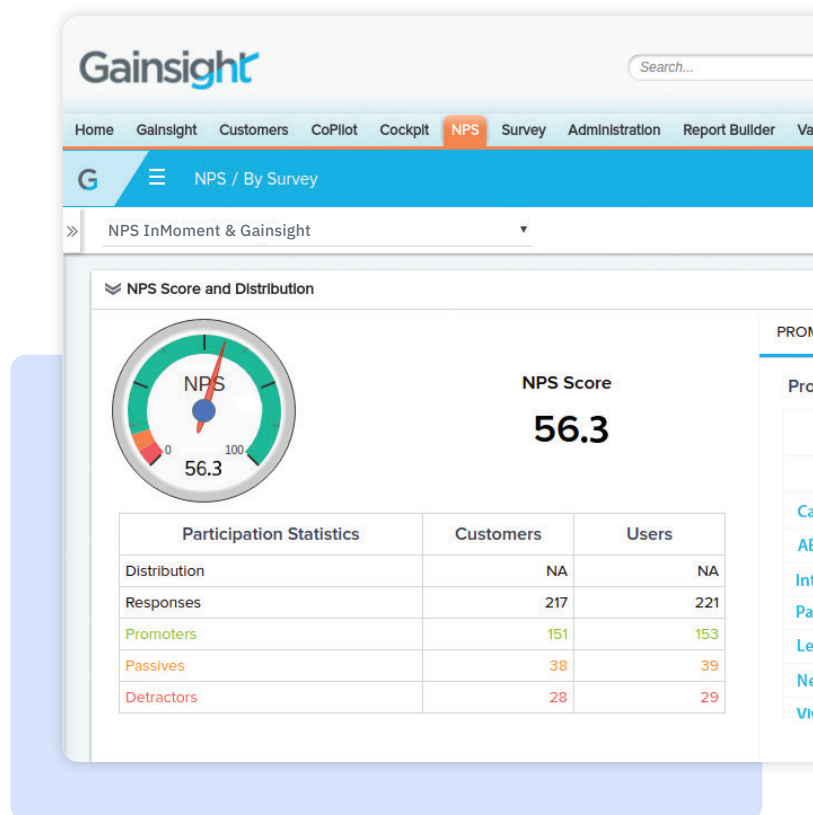
Trigger, for example, an NPS survey 30 days before account renewal or an in-app Product Satisfaction (PSAT) survey after upgrade.

Use Customer Effort Score to improve onboarding.

Ask "how easy was it to get started with us?" via in-app web, mobile, or email surveys.

Gain insights from volumes of qualitative feedback.

Combine all sources of VoC data – Gainsight, support, user community, social – for auto-categorization, segmentation, and sentiment analysis.



See InMoment VoC data in Gainsight records and reporting