



Surveyapp SurveyKiosk



You're in happy company

We're helping thousands of companies get their customer experience and employee engagement right.

MARS

Capgemini

Discovery



ENGLISH
HERITAGE

ExxonMobil

HubSpot

tomtom

Nº1
LOUNGES

Ofcom

NHS



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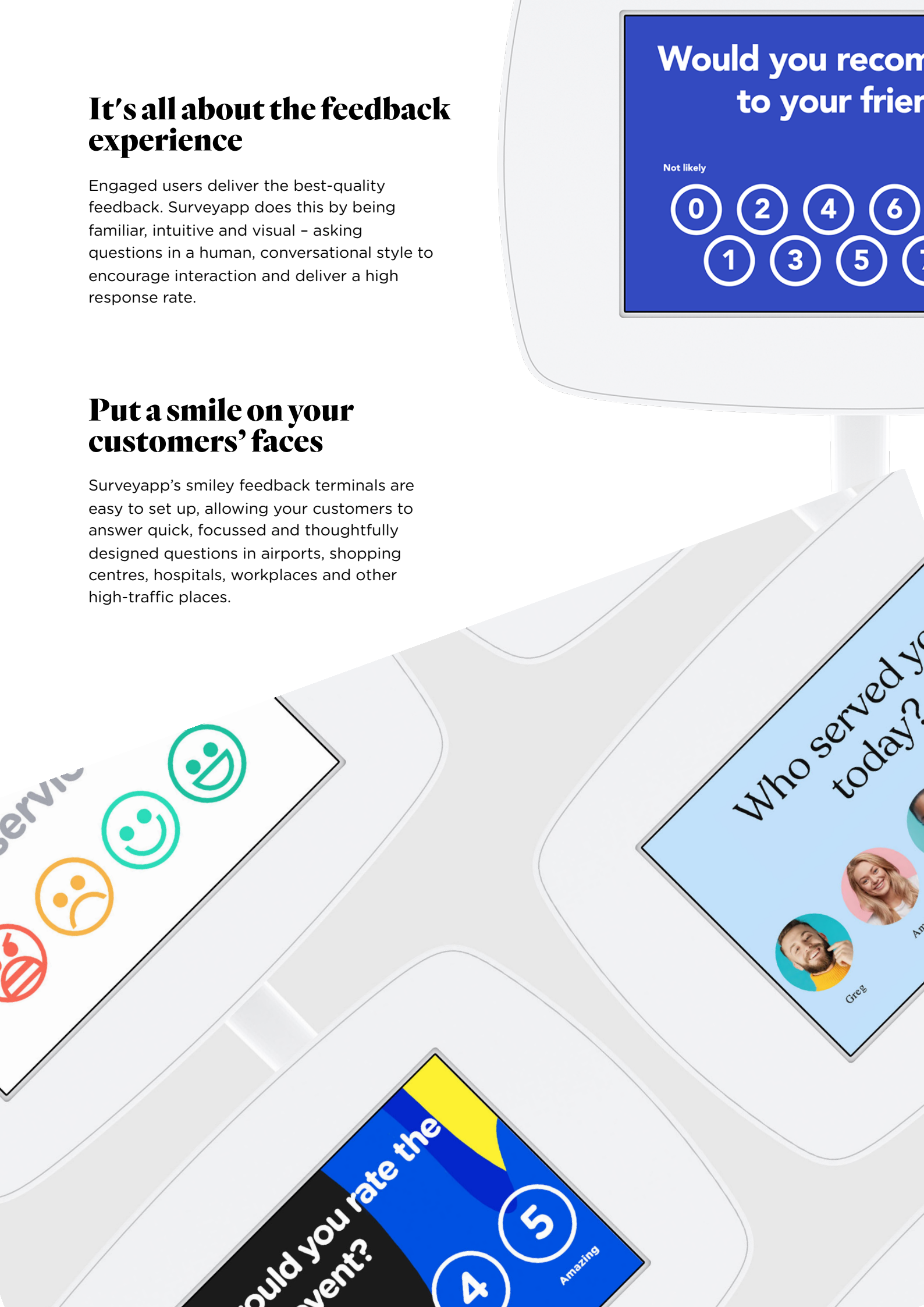


It's all about the feedback experience

Engaged users deliver the best-quality feedback. Surveyapp does this by being familiar, intuitive and visual – asking questions in a human, conversational style to encourage interaction and deliver a high response rate.

Put a smile on your customers' faces

Surveyapp's smiley feedback terminals are easy to set up, allowing your customers to answer quick, focussed and thoughtfully designed questions in airports, shopping centres, hospitals, workplaces and other high-traffic places.



Unrivalled customisation

Surveyapp makes it easy to communicate your brand identity. Display logos, add images, and show off your brand using customised themes and layouts. Dress up your terminals with your own custom designed branding board that will give your customers a visual cue and ensure you get noticed from a distance. Our kiosks are also available in table and desk mounted options.

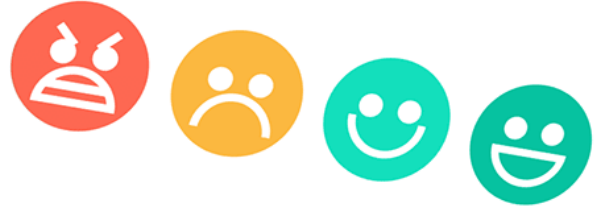


Find out what's up

Something not right? Unlike fixed-button survey terminals, Surveyapp lets you ask follow-up questions.

Find out why someone is unhappy, but also why they feel that way – and gain the insight and confidence to make the necessary improvements.

How would rate our service?



surveyapp

SurveyKiosk - for a fully managed solution

Access our support teams whenever you need them, get our advice on your customer experience or employee engagement programme, and let us help you get you up and running in hours, not days.

Get NPS, CES and CSAT happiness ratings

Whether you're tracking your Net Promoter Score (NPS), CES (Customer Effort Score) or just monitoring employee satisfaction ratings in your workplace, our surveys are perfectly designed to accommodate these question types.

NPS

86 ↓ 2



CSAT NPS

86.19

↓ 2

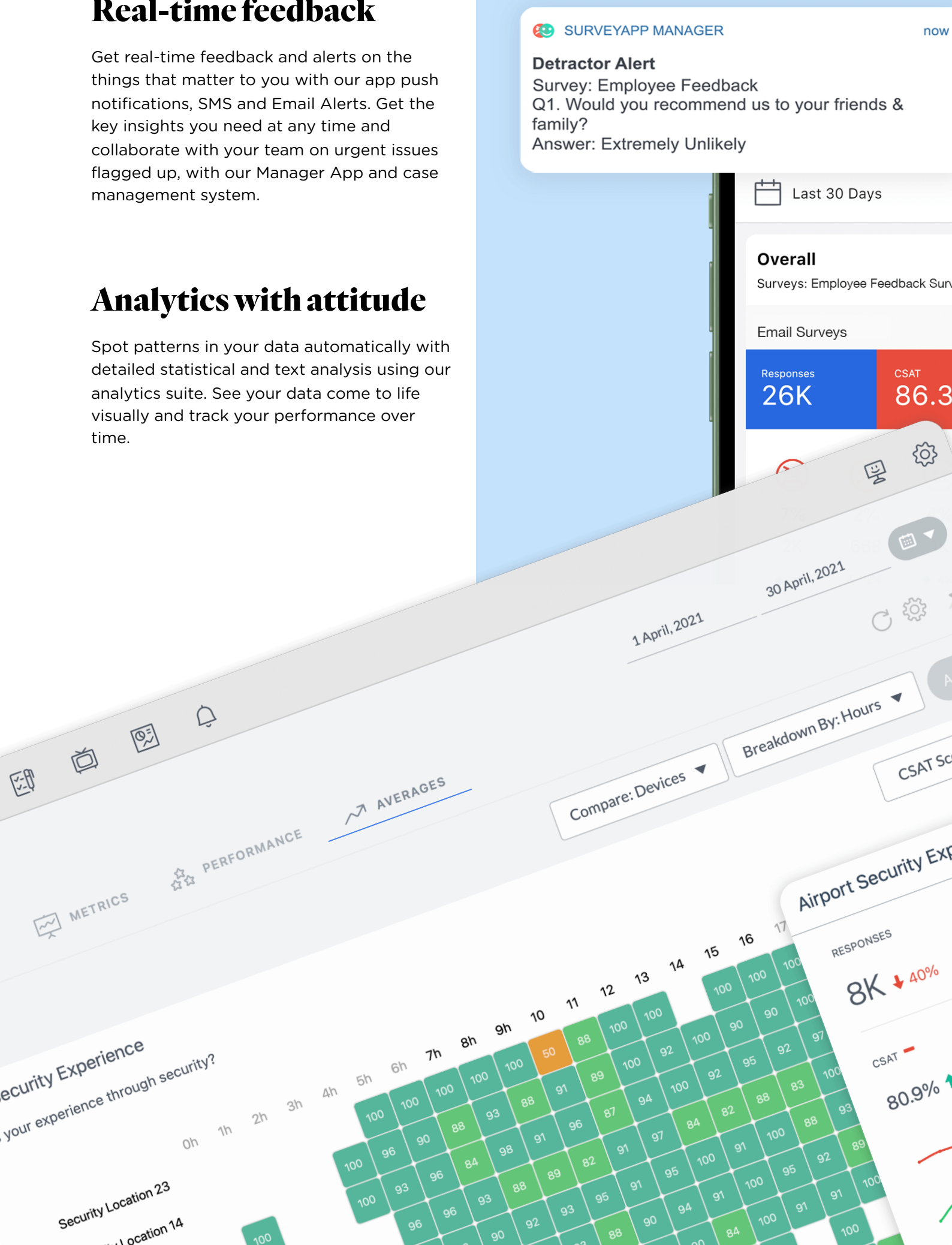


Real-time feedback

Get real-time feedback and alerts on the things that matter to you with our app push notifications, SMS and Email Alerts. Get the key insights you need at any time and collaborate with your team on urgent issues flagged up, with our Manager App and case management system.

Analytics with attitude

Spot patterns in your data automatically with detailed statistical and text analysis using our analytics suite. See your data come to life visually and track your performance over time.



Multi-language surveys

Ask questions in your respondents' own languages. Surveyapp supports the design and analysis of questions in any language, including Japanese and Arabic.

Scalable with your business

Whether it's one kiosk to capture feedback from customers in a café or a fleet of several hundred kiosks in a busy airport, Surveyapp is designed to scale with your needs.

Choice of question types

Combine familiar smiley-face options with alternative question types, such as Net Promoter Score (NPS), Likert scales or free text – the choice is yours.

Understand the why

Ask follow-up questions with skip logic and conditional branching to understand the reasons behind your customers' responses – and what they want you to do to improve the experience next time.

Branding & personalisation

Customise and personalise surveys to match your brand, by adding a logo or background, or choosing an appropriate design and colour scheme.

Case management

Integrate Surveyapp with your case management procedures by assigning different alerts to different staff based on their areas of responsibility.

Full kiosk mode

Including a stand, tablet and dedicated software, Surveyapp's survey terminals feature a full kiosk mode, with pin-protected access for security.

NPS and CSAT metrics

A choice of question formats lets you gather the insights that matter to your business – track your Net Promoter Score (NPS), or monitor your CSAT ratings.

Scheduled reports

Set up scheduled reports to deliver regular insights to your and your managers' inboxes, to help track trends and support decision-making.

Multiple user roles

Define multiple user roles, so that your team members only have access to the data and reports that they really need.

See what Surveyapp can do for your business

Get your CX program up and running in days, not months.

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