

So you've heard that data is king, and your company's in deep water if your NPS dips. But why?

If your customers spend their precious time & effort giving you feedback, you'd better listen.

**FEEDBACK IS KEY
SEE THINGS FROM YOUR CUSTOMERS VIEW.**

USE SURVEYS

Ask your customers

carefully thought-out questions. You can gather the info on each customer journey.

FIND OUT WHAT WORKS

and what doesn't. Discover what frustrates them, and what delights them!

WHAT IS THE BEST WAY?

automated voice-enabled surveys. Post-call and auto-outbound surveys ask customers for their feedback immediately. Straight after they've used your services and purchased your goods.

You're guaranteed to get the right feedback, and with no agent involvement, your customers never feel guilty about being totally honest.

READY TO SHOW YOUR CUSTOMERS YOU CARE?

HAVE FEEDBACK, NOW WHAT?

You need access to real-time survey results. You can spot and solve any issues instantly. Calling a customer to apologise for a shortcoming and asking for more details can go a long way.

It will make them think you care, and more likely to stay being a customer!

CONTACT US

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