Survey**Q**shan

NPS Solution

0	1	2	3	4	5	6	7	8	9	10

"How will you rate us on the scale of 1 to 10 on the basis of our services or products?"

Almost all of us have come across this question after every transaction recently, be it food delivery, shopping from a retail store, cash withdrawal from ATM or anything else. Organizations are using customer's recommendation and feedback to know what the customers are feeling or how are they considering their brand. But do you think only a single rating can solve customer's problems?

This recommendation is fruitful only when their feedback is analysed, tracked and modified into successful recommendations that are implemented to make processes smoother and customer centric. Rating accompanied with some customer's remarks gives an in-depth insight into current customer expectations

Are you really using your NPS score?

Introduction...

Today consumers have gazillions of options for a single service or product, each tailored to perfection and ready to be sold. What differentiates? Is it the price, the quality, service or to sum it all, the experience? Customers today, go through information overload be it information pull or push about a product or service that leads them to purchase and continues till relationship building. To give them a great all-around experience, organizations run the much talked about metric, the Net Promoter Score (NPS).

NPS, when coupled with other metrics, can go far beyond arithmetic or a statistical value and reap in unexpected positive results. It could bring in a whole new horizon to a company to reimagine their services and step up the benchmarks. With NPS comes data, and this plethora of surveys can be useful in building various forms of analysis and draw a relationship between multiple variables.

Track your promoters and detractors

Are you looking for a way that can get real opinions from the customers on the basis of regular surveys customised as per industry needs, floated automatically?

User Friendly Unified NPS Portal

SurveyQshan is a combination of automated and easy survey, NPS rating, score analysis and report creation.

- Monthly NPS basis approved sampling & questionnaire
- Real time alerts on Detractors
- Converting "big data" of customer feedback into insights
- Integrates seamlessly with other systems through well-defined APIs
- Real-time measurement Dashboard

Track-Report-Resolve-close loop

Categorize and Analyze

Keep tab on Sentiments

What's more

Be it retail, banking, e-commerce, hospitality or any other technology-driven company, they all have one motto in common, i.e. 'Treat the customers to bring in delightful experience'.
The sensitive consumer demands get responded by organizations, industries and take shape of a product or service with a view to meet and exceed customer expectations.

QDegrees NPS Solution has inbuilt:

- Natural Language Processing
- Smart reporting module
- Quick alerts & recovery mechanism

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."
-Maya Angelou

NPS can help the organizations in determining the exact feelings of the customers and improve their experience if it is not considered just a metric but much more.