

PeoplePulse

Customer Surveys

Understanding your goals and working together to deliver Customer Feedback and Retention systems so you get meaningful, actionable insights.

Overview:

Your customers are talking about your products and services, and their experiences dealing with your organisation. Online and in person, the good and the bad. That's why PeoplePulse helps you create and maintain direct, continuous customer feedback channels: so you're in on the conversation and can act quickly on meaningful insights.

Our project-managed solutions include expert advice, flexible reporting options and client-branded invites & questionnaires. We work with you every step of the way, combining powerful survey software & reporting with a personalised approach to help you build and maintain customer loyalty, and ultimately, to achieve greater outcomes for your organisation.

Why Choose PeoplePulse:



Experience – Since 2003, PeoplePulse has been trusted by over 1,000 organisations in A/NZ to deliver actionable insights into customer & employee feedback



Project Management – All clients are assigned a project manager who will work with you every step of the way to free your time and ensure your project success



Insights Division – Option to engage our survey reporting experts to identify insights in your results and quickly turn-around report packs for you



Your Success Is Our Focus – We are passionate about delivering exceptional service, keeping in contact at every step of the process



Custom Questionnaires – We will design and build a custom survey for you based on our proven questionnaire library, and your specific needs



Methodology – We will assist you establish a question and scoring methodology to ensure your insights are meaningful and actionable

Why Listen?

Every organisation's customer journey is different, but there's always opportunities to implement and improve feedback at every step. By being able to answer questions such as:

- How highly do your customers value the products/services you are delivering?
- Which customers are likely to buy again and/or to invest in additional products/services?
- What influences your customers to leave and choose your competitors instead?
- Do your customers have creative, practical ideas for improving your products/services?
- Who do your customers know that might also benefit from your products/services?

... you can help your organisation grow by taking timely, informed actions to drive customer retention and nurture a loyal base of promoters who bring in valuable new business referrals.

Our Customer Survey Solutions include:



NPS



New Customer



Exiting/Lapsed Customer



Post Service/Transaction



Annual Satisfaction



Custom Projects

Solution Spotlight: Automated Red-Flag Alerts, Referrals and Reviews



Instant red-flag emails (based on custom rules) alert you about detractors and other feedback that requires a quick follow-up.



Set up rules that send your promoters to review sites / your social media, and also ask them for more business, testimonials and referrals!

Key Features of Our Software:



ISO 27001:2013
Security



Customisable designs
and branding options



Desktop, Tablet,
Mobile Surveys



Email and/or SMS
invite delivery



Powerful reporting
and sharing options



24/7 cloud-based
multi-user platform

Get a Demo

To see PeoplePulse in action and learn how we can work together, email: hello@peoplepulse.com, or call: +61 2 9232 0172

