Text Management

Net Promoter Score (Feedback Service)

Measure & Enhance Customer Loyalty

WHAT IS IT?

Text Management's **Net Promoter** is a sophisticated system that empowers businesses to gauge and improve customer loyalty effectively.

By leveraging real-time feedback and insightful analytics, Net Promoter identifies strengths, uncovers weaknesses, and drive strategies to enhance customer satisfaction and retention.

Key Features

- **Real-Time Feedback Collection:** Capture immediate insights from customers through quick surveys.
- **Customer Sentiments Analysis:** Understand customer satisfaction and identify areas for improvement.
- **Actionable Insights:** Receive tailored recommendations based on survey data to enhance performance.
- **Customised Reporting:** Create detailed, easy-to-read reports to track trends overtime.
- **GDPR-Compliant Surveys:** Safeguard customer data while obtaining valuable insights.

APPLICATIONS

Retail

Healthcare

Hospitality

Education

BENEFITS

- Enhanced Customer Retention
- Data-Driven DecisionMaking
- Competitive Advantage
- Improved Reputation

TECHNICAL SPECIFICATIONS

- **Survey Formats:** SMS, email, and web-based surveys.
- **Integration:** Compatible with CRM and marketing platforms.
- **Analytics Tools:** Dashboard with customisable metrics and KPI tracking.
- **Compliance:** GDPR-compliant data collection and storage.

WHY CHOOSE NET PROMOTER?

Net Promoter goes beyond simple feedback collection, providing a complete system to analyse, interpret, and act on customer insights. This approach ensures businesses not only understand their customers better but also build long-term loyalty and advocacy.