

EMPOWER YOUR MANAGERS, LEADERS, AND EMPLOYEES TO TAKE THE BEST POSSIBLE ACTIONS ON REAL-TIME CUSTOMER FEEDBACK

REAL-TIME ACTION ALERTS

- Relevant** Alerts are sent to the people who can act on them
- Smart** Follow-up Best Practices are included
- Rich** Integrates with CRM and text analytics
- Simple** Five alerts are categorized by feedback type



PASSIONATE PROMOTER

Capitalize on customer love; find and leverage your raving fans



BRAND AMBASSADOR

Make excellence contagious by recognizing and learning from top talent



BUSINESS OPPORTUNITY

Reveal opportunities to increase sales and grow accounts



INNOVATION SUGGESTION

Gather new ideas from customers and employees



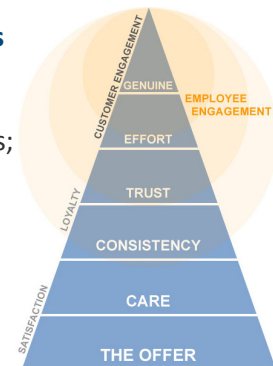
AT RISK

Transform unhappy customers into loyal advocates by recovering their trust

EXPERTISE

Validated Engagement Models

Connects employee engagement to customer engagement to business results; considers both emotional and functional dimensions



Analysis & Insights

Research and analysis drives desired customer experience; actions ensure great customer experiences are the norm, not the exception

Benchmarks Independent research and client data are the basis of normative comparisons

PROVEN RESULTS

B2B Telco Provider unearthed **260 NEW BUSINESS LEADS** in six months

Luxury Aviation Services Company reported **16 FEWER PROBLEMS PER DAY** leading to a 16-point gain in Customer Engagement

Casual Dining Chain calculated the value of one Guest Recognition Alert to be \$9, equating to **\$1 MILLION IN ADDITIONAL REVENUE**

HOW IT WORKS

STEP 1: FEEDBACK

Individual customer feedback generates alerts, which are sent to company representatives

STEP 2: ACTION

Feedback is collected in the online Hub; actions are documented

STEP 3: RESULTS

Dashboards show current and long-term trends in KPI's

For more information or to schedule a demo of the PeopleMetrics Voice of the Customer (VoC) Solution, please contact: 215 979 8030 | info@peplemetrics.com | www.peplemetrics.com | 1717 Arch Street Suite 3220 Philadelphia, PA 19103