

VOICE OF THE CUSTOMER

PeopleMetrics VoC program delivers ROI.

Listening to customers is important, but are you getting a return on your customer feedback? Our VoC Program is built to drive ROI, including reducing churn, increasing sales, increasing referrals and increasing employee engagement.

How does it work?

PeopleMetrics helps you drive ROI every day by using a combination of cloud-based software and advanced analytics. Using these tools, we help you find the **One Thing** you need to do today to deliver a better customer experience.

Every day, our clients use our software platform to take immediate action on customer feedback.



Recover

Save at-risk customers and reduce **churn**



Market

Identify your "Raving Fans" and drive **referrals**



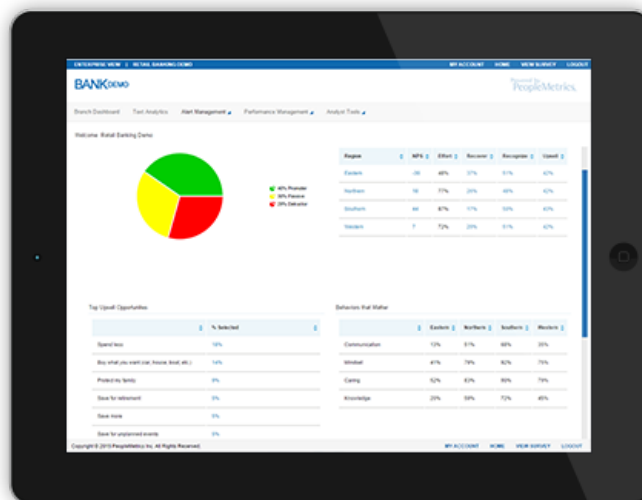
Upsell

Increase **sales** by identifying upsell opportunities



Recognize

Engage employees by sharing positive customer feedback



Benchmark NPS

Know your Net Promoter Score and benchmark your performance against competitors

Take Action

Enable your people to take action on individual customer feedback and drive ROI

Uncover Trends

Use text analytics to make sense of open-ended comments and find out the One Thing you need to do next

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