



PeopleMetrics

VoC for Banks™

Real-Time Feedback for a
Consistent Customer Experience



PeopleMetrics helps banks like yours collect real-time customer feedback and improve the banking experience



Measure VoC Across Touchpoints

Collect survey feedback on key customer touchpoints such as online banking, ATM usage, and in-branch experiences



Real-Time Analytics

View and analyze customer feedback to the minute using PeopleMetrics' secure analytics platform



Real-Time Notifications

Receive instant notifications when customers report negative experiences to identify at-risk customers



Integration

Easy integration with marketing automation and CRM software



Industry Benchmarks

Gain access to industry benchmarks by including PeopleMetrics' best practice survey questions



Empower The Organization

Keep your entire organization connected to real-time feedback with our unlimited access module

" PeopleMetrics VoC for Banks™ is a reliable source for feedback from our customers. It provides insights about our strengths and weaknesses as a company, and helps keep track of the scores we need to maintain and improve."

PeopleMetrics

Trusted Customer Experience Partners

www.peoplemetrics.com

Contact us to get started today:
connect@peoplemetrics.com