

Listen to your customers with...

...TotalView Survey Manager

Survey Manager connects your organisation with the values of your tenants through the design and creation of customer satisfaction questionnaires targeted towards customisable groups of tenants.

Features

- Design customer feedback forms optimised for both on-screen call-centre viewing and for printed questionnaires
- Send multiple types of questionnaires to different groups based on their repairs and maintenance history.
- Easily specify customer groups
- Select random groups of customers
- Multiple predetermined responses for recording responses quickly
- Open ended questions gather qualitative information
- Analysis tools provide instant results overviews as well as detailed statistics on tenants

Benefits

- Allows you to develop a customer focused organisation
- Standardised interface ensures all customers receive the same level of excellent service
- Allow call centre staff to record customer data/interactions while speaking to clients
- Generate additional work instantly upon each customer interaction
- Improve service in line with customer priorities/values
- Prioritise work based on tenants perception of value – not yours
- Track tenant satisfaction post inspection/maintenance
- Save time by automatically generating results overview for instant market feedback.