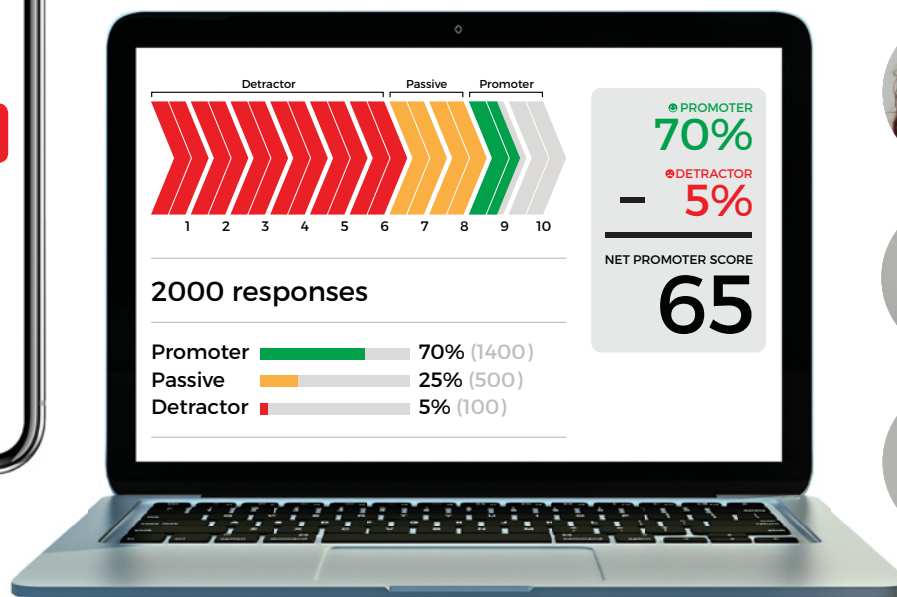


**CUSTOMER EXPERIENCE (CX) SOFTWARE**

- » Survey Customers/Clients
- » Measure Customer Happiness
- » Gain Insights to Improve Service Levels & Processes
- » Increase Retention & Referrals



**“By 2020 ‘CX’ will overtake price and product as the main differentiator” (Walker)**

- » NPS - Internationally recognised single question customer satisfaction survey
- » Comprehensive backend reporting of results
- » Templated automatic SMS replies back to your customer based on their NPS score (refer phone image above)
- » SMS generates up to 6x the response rate of comparable email based surveys
- » Monitor the ‘health’ and ‘loyalty’ of your most important asset (\$) - Your Existing Customer Base
- » Access to quality (and fast) feedback helps your business to better understand client needs & behaviours, allowing you to implement strategies to improve



**Text “CX” to 0488 826 800 to learn more**