Effective Market Feedback Through Customer Surveys

ServicePower.com

Proven Results

57%
of people have permanently stopped using a product after **one bad experience**

38%
of professionals feel they **don't have enough information** about their customers.

20%
of marketers say their top challenge is **extracting insights** and **taking action** on data

While leading field service companies are focused on delivering exceptional experiences, it is ultimately their customers that judge their experiences and overall customer satisfaction.

Through a seamless integration with SurveyMonkey, the only AI-powered feedback management platform, ServicePower customers gain actionable insights into their customers' perception to transform service delivery. This integration manifests itself through two different processes:

1. **ServiceClaims integration –** organizations can survey their customers to gain feedback on service provider performance. This feedback can be used to update servicer rankings so they are more accurate.

2. **ServicePortal integration –** surveys can be sent through the consumer portal upon call completion to either employed or third-party workforces.

Powerful surveys to customers help organizations gain a competitive edge by helping them truly understand the voice of their customers, including their exact wants, needs, and expectations.

ServicePower

Cross-channel surveys to obtain actionable field service feedback.

Customer Surveys

Obtain timely, actionable insight from your customers to gauge what they really think about their service experience with your employees or contracted workforces. Leverage the integrated survey platform from global leaders in field service management and survey software.

Customer satisfaction surveys, in a wide range of formats, can be sent at multiple touchpoints, including after service (e.g. service call completion, claim completion, etc.), and can be tailored to obtain feedback on the service experience and more. The ability to design your own surveys using robust features such as branding, embedding, dynamic data injection, skipping questions, conditional logic, and multilingual support further enrich the capability.

Multi-channel Distribution

Surveys can be presented to customers in a variety of formats, including SMS text, and email, and through the ServicePower consumer portal and mobile app. This provides you with the flexibility to match your customers' preferred method of interaction.

Reporting and Analytics

The powerful integration with SurveyMonkey integration provides a wide range of reports, dashboards, trend analysis, and data export capabilities for full integration with any of your existing reports and analytics tools. Additional integration with ServiceStats provides a full set of custom analytics according to your organization's needs, including monthly or quarterly reports.

Simple Licensing

One-stop licensing of SurveyMonkey through ServicePower eliminates separate licensing needs. In addition, you only pay for completed survey responses, not surveys sent, thereby reducing costs.
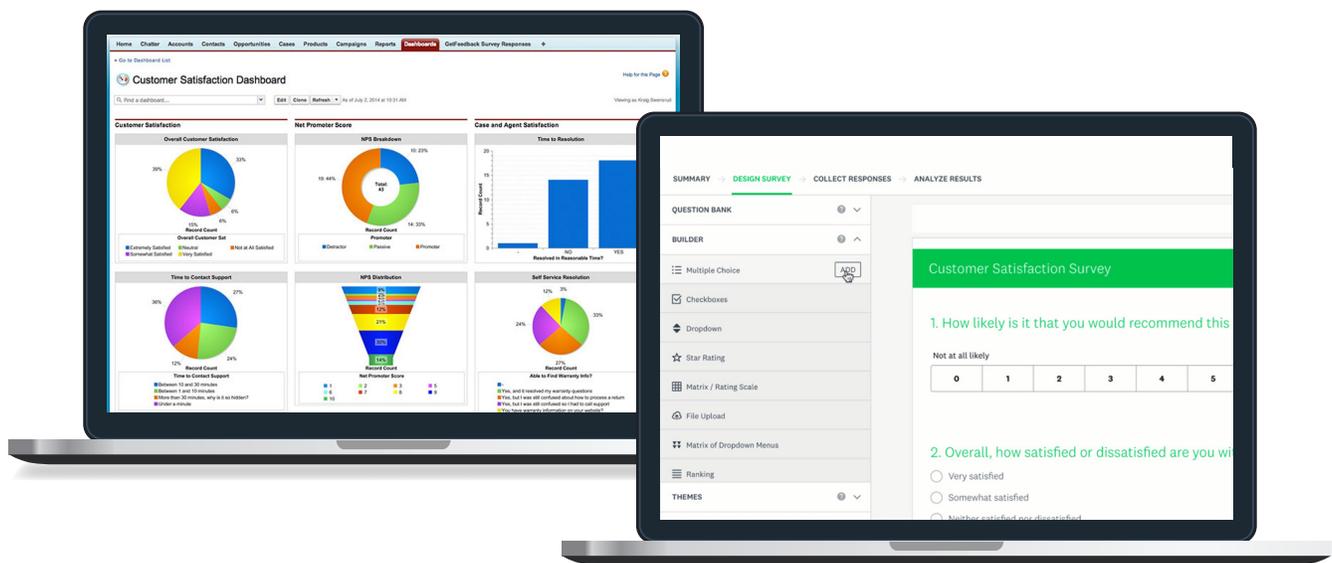
Get In Touch

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