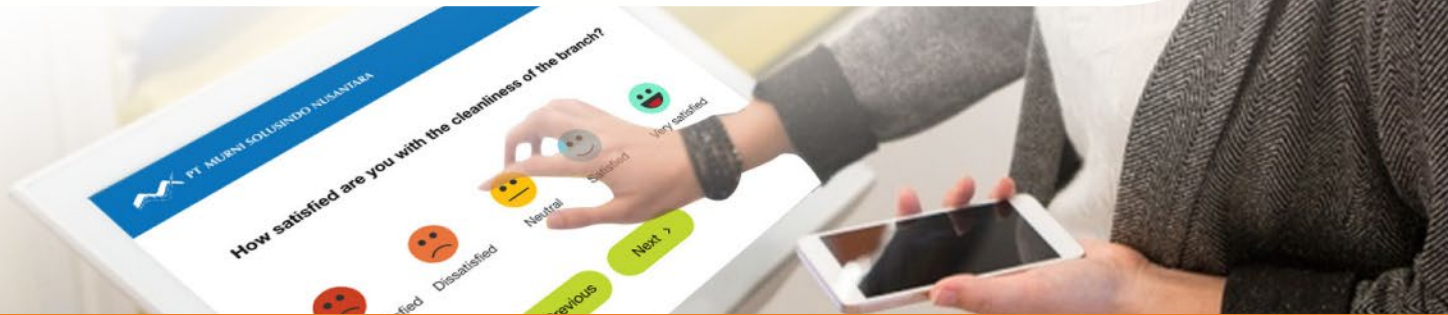


# SMARTSURVEYS™

## Customer Feedback Solution

Identify your customers' OPINIONS, CONCERNS, NEEDS, INTERESTS, and PREFERENCES in real time with our professional customer feedback solutions.

Our solutions help businesses make better decisions by obtaining their customers' insights to learn more about anything, from customer experience to current market demand.



## Why our solutions are different?



### Track Performance of Each Staff & Service

Set different set of questionnaires for each type of service to obtain more specific information for evaluation purpose



### Configurable Questionnaire

Easily configured the length & content of each question. Questions can be in smiley face selection, single/ multiple questions, or free form response.



### Accessible, Anywhere & Anytime

Easily create & update questionnaires from any web-based device.



### Flexible Way to Leave Impression

The feedback survey can be automatically sent to customers' email, if they wish to leave their impression off-premise.



### Professional, Personalised Design

Enhance your brand visibility with personalised templates & color schemes to suit your corporate identity



### Powerful Customer Analytics

Get deeper insight in evaluating customer experience with combination of comprehensive queue data from SMARTQUEUE®



### Enterprise Level Reporting

Consolidation of customer feedbacks across branches at a centralised location (Head-office)

Gain an in-depth view of trends in customer demographics, preferences, and make strategic decisions in bridging the gap between your service & your customers' expectation

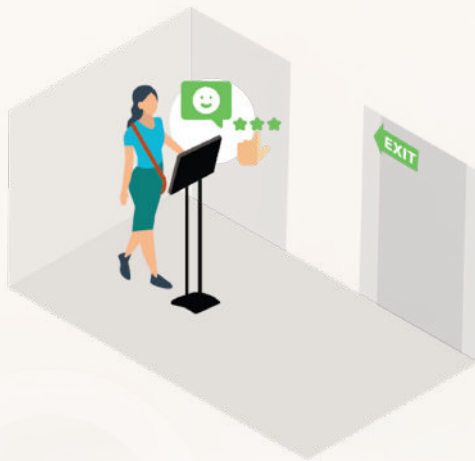
Accessible in summarised or detailed version

Available in daily, weekly, monthly, or open date

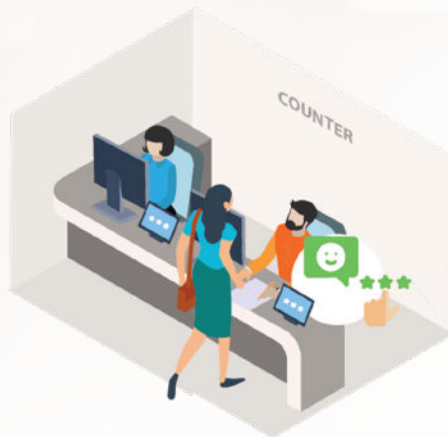
Exportable to PDF, XLS, CSV for further analysis

Automatically generated, scheduled & emailed

# Flexible Customer Feedback Points



At the Point-of-Exit



At each Service Counter



Off-Premise (SMS/Email)

# How do our solutions benefit your business?



## Strengthen Company Brand

By tracking trends on customers' impression of service at all times, company obtain valuable insights to drive and shape the future of their customer experience program



## Optimize Service Quality

Continually improve service, resourcing strategies, and even marketing initiatives, based on the opinion from your most valuable asset, Your Customers



## Increase Customer Satisfaction

By listening to their voice and implementing service improvement based on their opinion



## Improved Staff Performance

By recognizing individual staff performance and identifying areas for training and development with comprehensive & automatic reporting



## Efficient Investment

Thanks to its hardware agnosticism which support any Windows OS devices available in the market, regardless of their size, brand or model



## Reduce Carbon Footprint

By eliminating the need to print paper-based surveys that leads to a reduction in paper waste

# Even more benefits with SMARTQUEUE®



Automatic Identification  
Scan Barcode



Manual Identification  
Type-in



No Identification  
Anonymous Feedback

## Improved Business & Customer Analytics through integration with SMARTQUEUE®

SMARTSURVEYS™ can link a customer's feedback to the original transaction by scanning the customer's paper ticket to a barcode scanner on the feedback kiosk.

Company can easily evaluate the performance of each service or individual staff as customer feedback is traced to the original transaction.

## Related Solutions



### SMARTQUEUE®

Enterprise Customer Experience Management

Optimized customer journey by catering customer's varying needs with SMART-QUEUE®'s multi-channel service delivery.



### SMARTAPPOINTMENT™

Online Appointment Booking & Scheduling Solution

Enables your customers to book, reserve, and schedule their appointments through various online channels, at anywhere and anytime.



**PT MURNI SOLUSINDO NUSANTARA**  
Digital Business Transformation Center

Branch Transformation | Customer Experience | Digital Teller Automation | Self-service Solution  
Cash & Cheque Processing Solution | Digital Signage | RPA | Ergonomic Solution | Maintenance Service



30+ YEARS  
OF EXPERIENCES



TRUSTED BY  
MAJOR COMPANIES  
ACROSS SECTORS



NATIONWIDE  
TECHNICAL SUPPORT  
WITH 100+ SERVICE POINTS  
AND 24/7 HELPDESK



CORE COMPETENCY IN  
CUSTOMER EXPERIENCE AND  
DIGITAL TRANSFORMATION  
SOLUTIONS



SUPPORTED BY MORE THAN  
700 DEDICATED STAFF  
AND TECHNICIANS

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