



CUSTOMER FEEDBACK

Deliver The Most Efficient Customer Experience Possible
Retaining customers and building loyalty

WHY SHOULD YOU USE THIS WORKAPP?

The Wooqer Customer Feedback app empowers your organization to capture customer feedback digitally, with the added benefit of a Net Promoter Score (NPS) for the product/service purchased through the brand.

The app also provides a holistic view to you with the help of tools such as real-time reporting. Actions can be taken basis any discrepancies that may have hampered the customer's experience.

With the feedback data, top management can also take necessary actions in order to improve the overall customer experience

WHAT DECISIONS DOES THIS WORKAPP POWER?

Reduction in effort to manage the effort and do follow ups through emails. Comprehensive reports. Automated alerts on missing deadlines and escalations if deadline is not met

WHEN IS THIS WORKAPP RIGHT FOR YOU?

When we have to understand what drives customer satisfaction. If we don't know what drives satisfied customers, it will be impossible to create customer loyalty.

STARTING WITH THIS WORKAPP IS EASY

You can be up and running on this WorkApp within 4 hours! All you need to do is to upload your store and user list on Wooqer and invite them to use the WorkApp. You may also want to make a few configuration changes like Add or remove fields or sections and choose where response/evidence is needed and where it is mandatory or optional.

Starting with the WorkApp does not require external support, but consider support or a Wooqer Creator training in case you need to make significant configuration changes to the WorkApp.

THE WORKAPP IS BEST IN CLASS

The WorkApp brings in years of on-ground experience enabling over 2500 Customer Feedback across geographies. It is optimized to collect and track Customer Feedback conveniently.

CAPABILITIES TO GET THE JOB DONE!



Real-Time Auto-Aggregated Reports



Predefined Cut-off or End date



Picture Evidence



Video Evidence



Geo-Fencing



Geo Tracking



Date | Time Stamp on Pictures



Live Camera Evidence



Automated PPT Generator

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