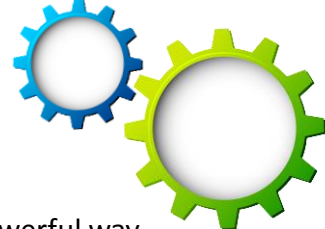


Customer Experience



Product Brochure



Customer Experience



Measuring the experiences of customers across all points of interaction is a powerful way to identify company strengths and weaknesses as well as the drivers of customer loyalty. Combining how you compare during key moments of truth with your competitors lets you measure performance from the perspective of your most valuable asset, your customers. Whether looking across the entire relationship or focusing on specific interactions, our services deliver the insights you need.



Online reporting dashboard allows managers to analyze results, filter on customer profile criteria, export reports, and more.



Full-service and customized - our experienced Project Managers guide you through the process with a customized approach to meet the unique needs of your business. You will have complete control over the questions asked, the customers contacted, and the reports received.

Business-relevant insights - we specialize in measuring customer behaviors to predict business results using our proprietary Engagement Score. Our methodology includes a blend of Net Promoter Score (NPS), repurchase/retention, relationship expansion, share of wallet, and customer usage.

Competitive performance - our approach delivers unparalleled benchmarking by providing insights not only about your company, but your competitors as well.

Hosted system - the implementation is quick because we manage the technology for you. There are no technology investments or overhead costs involved.

Strategic and tactical insights - our experts let you know what drives customer loyalty across all customers, within specific customer segments, and even at the individual customer level. We go even further, helping businesses know which specific customer relationships are secure and which are at-risk.

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