

# TPTracker®

## Survey Upgrade Option

### PROFILE ♦ LISTEN ♦ THANK

An add-on option for managing ALL your organisation's survey needs, linked to your database of contacts and allowing you to offer a full range of survey methods with a simple, on-screen analysis, and reporting toolkit.

### Multi-method

Choose between Post, Phone, SMS, Online or Face-to-Face methods; you can automatically select the preferred option for each person or offer them a choice. TPTracker® will collate all the responses.

### Select candidates

Use for Satisfaction, Transactional or Profiling surveys; ask TPTracker® to select a representative sample for you (e.g. for a general satisfaction survey) or specify exactly who you want to survey (e.g. those who have just received a service).

### Avoid survey fatigue

Because everything is linked to the core database, TPTracker® knows who has been sent what and when so can apply whatever rules you want to avoid over-surveying individual people.

## TPTracker for CHARITIES & SOCIAL ENTERPRISES

### Link responses to profiles

TPTracker® will automatically link responses to the respondent's personal profile; if the response is confidential or anonymous, it will limit the profiling data so they can't be identified.

### Comply with GDPR Regulations

TPTracker® will automatically prevent you from selecting people who have 'Unsubscribed' from surveys or asked you not to use a specific methodology, avoiding the risk of accidentally breaching data protection rules.

### Alert you

If someone uses a survey response to request a call back, TPTracker® will automatically alert you so you can instantly follow up the contact without having to scour through all the data.

### Collect 'open' feedback

You can publish an SMS number, a web address or set up a link from your website to the TPTracker tenants' survey portal, for people to leave feedback whenever they like; they won't be identified (unless they leave their details) but you can use the TPTracker® analysis toolkit to monitor their responses.

### Upgrade your existing package

This upgrade option can be added to either the Fundraising Team solution or the Service Delivery Team solution to enhance the range of services available.

To discover more call **08456 432 872**  
or email **support@arenapartnership.co.uk**