

FEEDBACK



The 'Feedback' section of TPTracker gives you the tools to survey your clients. Use multiple methodologies to gather feedback individually, targeted groups, or for TSMs.



FLEXIBLE SURVEY DESIGN

TPTracker enables you to manage feedback from your clients and offers an easy to use questionnaire designer. Choose different methodologies including online link via email and text featuring your company branding, text, phone, face-to-face and post to suit client preferences.

Use our survey builder to create templates to measure satisfaction, gather qualitative feedback and monitor service delivery.

Implement survey fatigue controls to maintain response rates and set targets for statistical analysis. Add benchmark questions across multiple questionnaires to continuously monitor selected feedback.

PARTICIPANT SELECTION

Choose whether to use survey templates with individual profiles or select representative samples of your database based on parameters for your feedback campaign. You can also upload lists into TPTracker, for example, clients who have had a repair in the last week. By selecting this you can add additional fields such as a job number or type of work undertaken to further evaluate responses.

ANALYSIS & REPORTING

TPTracker can collate responses to questionnaires in its reporting dashboard for analysis and reporting. Use graphs and pie charts to obtain accurate statistics and export results for more detailed review. Set up keyword analysis to easily track common themes in qualitative answers.

WHY CHOOSE TPTRACKER?

- Regularly obtain feedback from your clients
- Tailored survey design and use multiple methodologies to reach clients
- Easily report results and analyse patterns in responses
- Technical support from the industry experts

Arrange a Demo

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