

Feedback Management

Increase customer satisfaction

Increase customer satisfaction and with it your business success. You can only continue to improve your service when you know what your customers think. Ask them for their opinion in a targeted manner after project completion or processing requests. OMNITRACKER Feedback Management supports you in the definition and implementation of surveys and analyses the responses automatically.

Key Benefits

Greater customer satisfaction

- Targeted customer surveys
- Exact control of surveys
- Simple analysis

Automation of customer surveys

- Manual initiation of surveys
- Rule-based surveys
- Random surveys

Customer-friendly processing

- Quick replying to questions via the web client
- Clear display
- Overview through progress monitoring

Efficient analysis

- Automatic evaluation on survey completion
- Customisable reports
- Automatic distribution of analyses to the persons responsible

Full integration

- Easy integration into your processes
- Complete integration with other OMNITRACKER applications

Challenges

It is only by knowing what your customers think that you can increase their satisfaction and ensure long term cooperation. In order to achieve this you must survey your customers in a targeted manner and evaluate and analyse the responses efficiently. In addition the software used must also support automated surveys.

Integrated feedback processes

Integrate survey processes into your workflows in order to measure customer satisfaction regularly. Ask the right people the right questions at the right time and learn how you can improve your offering for your customers.

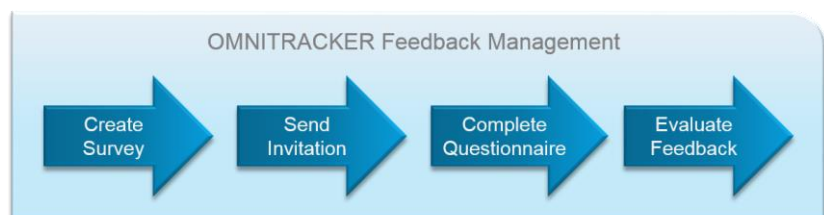
How can OMNITRACKER help you?

OMNITRACKER Feedback Management integrates seamlessly into your processes. You can use the application as a stand-alone application or as an extension of your OMNITRACKER Project Management Center or IT Service Management Center. Thus on completion of a project or after processing a service request you can survey your customers specifically about their level of satisfaction.

You can use OMNITRACKER for all your business processes and thus reduce your costs considerably. You can integrate other OMNITRACKER applications at any time and configure the existing functionality to meet your needs.



Hard to believe? Let us prove it!



Feedback Management

Customer satisfaction is an important factor for evaluating services in the service business.

OMNITRACKER Feedback Management supports the entire process of customer satisfaction measurement:

- Defining questions
- Compiling surveys
- Carrying out surveys
- Analysing questionnaires and creating reports
- Automatic reminders
- User-friendly operation

Easy creation of surveys

You can define individual surveys precisely for the different applications:

- Areas
- Topics
- Questions
- Circle of recipients
- Greeting

You can assign a survey to one area, for example, Support or Consulting. The topics and questions for the survey are included in the questionnaire depending on the area selected. When you start a new survey, a new questionnaire is created for every intended participant.

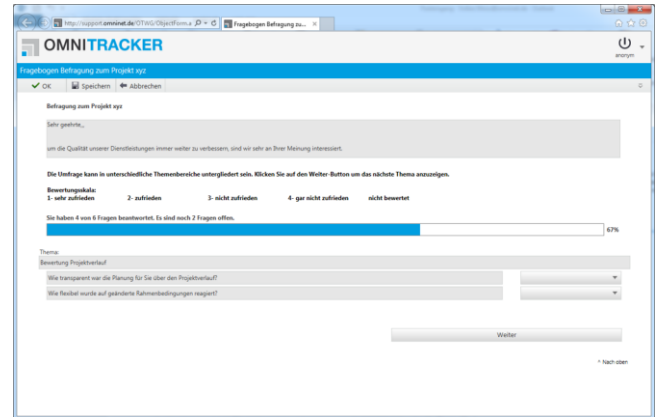
Targeted implementation

You can control when every survey starts and how long it should run for. You can initiate the surveys not only based on time but also depending on other actions. For example, you can start a survey at the end of a project phase or routinely after closing every tenth ticket.

Every participant in a survey automatically receives an email with the invitation and a link to the survey. If a participant still hasn't completed the questionnaire three days before it expires, he will be automatically reminded by email.

Clear display in the web client

Survey participants can easily edit and send back the questionnaire via the web client. A progress bar shows the total number of questions in the questionnaire and how many questions have already been answered. Thus your customers know exactly what to expect and are less likely to abandon the questionnaire.



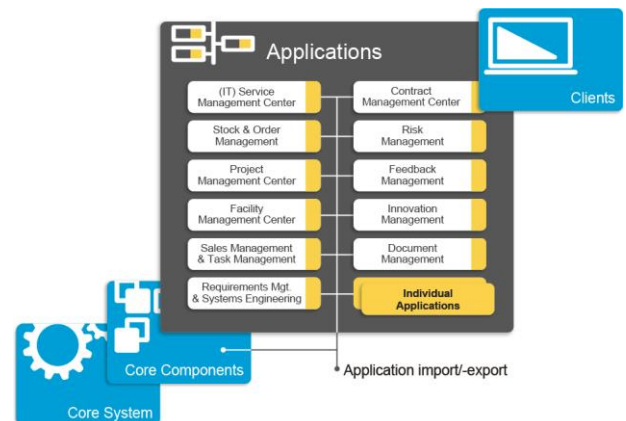
Easy participation in the survey via the Web Client

Automated analysis

Once the end of the survey is reached or when all participants have edited their questionnaire, a report is automatically generated. This analysis is sent automatically to the creator of the survey and those responsible for the survey.







Continuous integration

You can integrate OMNITRACKER Feedback Management with other OMNITRACKER applications like the IT Service Management Center or Project Management Center. This allows you to control exactly which contexts you want to use the surveys in.



What is OMNITRACKER?

OMNITRACKER is a universal platform for business processes on which all OMNITRACKER applications are based. OMNITRACKER is a powerful tool for adapting processes to your needs:

-  **Save time** *OMNITRACKER offers solutions which you can implement quickly and adapt easily.*
-  **Cut costs** *After only a few days of training, you will be able to independently implement and configure OMNITRACKER applications.*
-  **Flexibility** *All OMNITRACKER applications are out-of-the-box solutions that are easily adapted to your needs – with no programming required.*
-  **Maintainability** *You can easily maintain your OMNITRACKER applications yourself.*
-  **Release compatibility** *Guaranteed release compatibility with future versions of the OMNITRACKER platform.*
-  **Customer-centered development** *Further development is geared towards the needs of the customers.*



 **OMNITRACKER supports all your business processes – regardless of company size.**



OMNINET

SOFTWARE SOLUTIONS



As an owner-managed company, we answer solely to our customers. Our top objective is to offer our customers high-quality products and first-class service. To achieve this, we consistently fulfil the wishes and requirements of our customers regarding product content, quality and schedule. Our commitment to a customer does not end with the signing of the contract; but rather, that is when it begins.

Would you like to know more about OMNINET and OMNITRACKER solutions? Then please get in touch with us!



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