

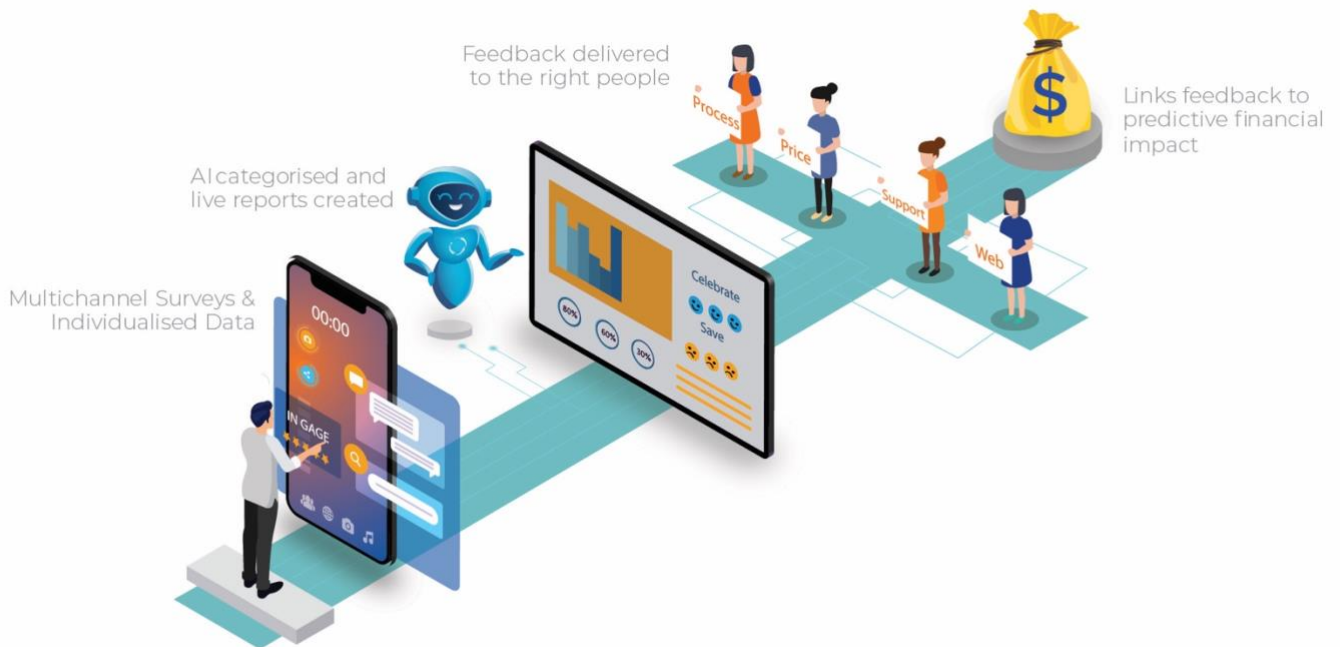


AI-assisted Salesforce tools for driving Customer Service Transformation



INTELLIGENT CUSTOMER FEEDBACK

Surveying your customers across all Salesforce-linked channels with real-time NPS and Loyalty data down to an individual employee level. Automatically categorise feedback and send it to the relevant heads of department for agile, customer-led improvements.



FEATURES AND BENEFITS

Customer Advocacy/NPS	Customer growth through word of mouth sales
Loyalty Scoring	Reduced customer churn rates
ROI	Prove the financial impact of customer service
Verbatim Feedback	Understand reasons and key areas for improvement
AI Feedback Categorisation	Automatic routing of feedback to the most relevant parties
Fully Customisable	Introduce touchpoints based on specific customer journeys
Live Positive Customer Feed	Engage your service employees
Live Detractor Coaching Emails	Actively coach on potential failings

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