

# Buzzeasy Multichannel Survey

Geomant's Buzzeasy Customer Interaction platform provides a multichannel customer feedback solution with intelligent callback and chat.

Buzzeasy Survey offers a multichannel approach for gathering fast, actionable insight from your customer feedback via the customers preferred channel – but with a critical distinction: Buzzeasy Survey is unique in that it can initiate a callback or offer a personal chat when negative feedback is received.

## Why choose Buzzeasy Multichannel Survey?

- Proactively reach out to customers to collect valuable insights such as NPS to provide a gauge for customer loyalty and satisfaction.
- Communicate with customers immediately after an interaction, or on a regular or sample basis.
- Communicate via the customer's preferred channel.
- Turn Surveys into a customer retention tool: engage with customers in real-time when exceptional feedback is received so that a dissatisfied customer can quickly be converted into a devoted and loyal fan.

## What channels are supported?

- Voice (using Interactive Voice Response - IVR)
- SMS
- WhatsApp (via Bot)
- Email
- Web form
- Facebook Messenger (via Bot)
- Twitter direct messaging (via Bot)
- Web chat (via Bot)



## Buzzeasy Multichannel Survey Features

Buzzeasy is Geomant's unique omnichannel customer engagement platform. It enables organisations to communicate with customers and potential customers in new and exciting ways. Buzzeasy Multichannel Survey features include:



### Cloud-Based

Highly scalable cloud-based solution, with minimal set-up, facilitating rapid deployment and proof of concept testing.



### Fully Flexible

Buzzeasy Multichannel Survey can work with any contact centre architecture.



### Fully Customisable

A fully customisable administration portal to create survey workflows and questions for customers.



### Multiple Response Types

Each survey question can be assigned a response of yes/no, a score or other response.



### Truly Multichannel

Provides a consistent experience across all channels and a centralised workflow to minimise configuration and setup.



### Customer Rescue

Provides a unique call to action – rescue dissatisfied customers by offering a callback or live chat



### API-Based

Buzzeasy Survey is API based and has simple import and export capabilities.



### Time Zone Support

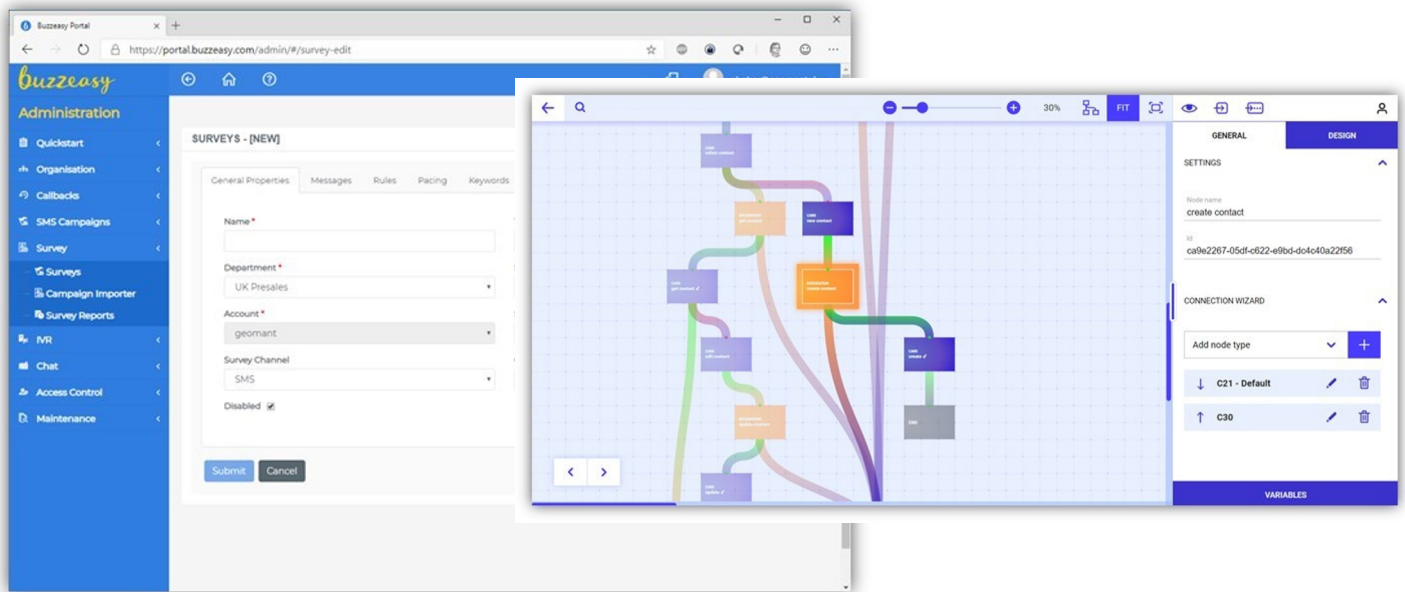
Multi-national, multi-time zone support – for organisations that span different countries and time zones.



### Actionable Reporting

Detailed analysis such as aggregation of results can be provided, and with the custom module, details can be pushed to the CRM or data warehouse where required.

## An Easy-To-Use, Modern Interface for Gathering & Managing Feedback



### Part of the Buzzeasy Portfolio from Geomant

Using the latest Cloud and Bot technology, Buzzeasy revolutionises the way that customers engage with your organisation. Automating customer engagement in the fastest and most cost-efficient way, Buzzeasy enables customers to move effortlessly from any digital channel to live voice simply at the touch of a button – and without ever having to wait in a queue.

Your Digital Experience (DX) and Customer Experience (CX) strategies working together, seamlessly!

#### About Geomant

Geomant is a well-established, innovative Systems Integrator and Software Developer, specialising in delivering amazing customer interactions. We provide tailored solutions based on our unique portfolio of cloud and software technology.



#### Contact Us

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#### Buzzeasy Offers:

- ✓ In-Queue & web callback
- ✓ Bots
- ✓ Multichannel chat
- ✓ Customer surveys
- ✓ SMS campaigns
- ✓ Voice and digital channel alignment