

# ACTION SURVEY

LISTEN

NOTIFY

DELIGHT



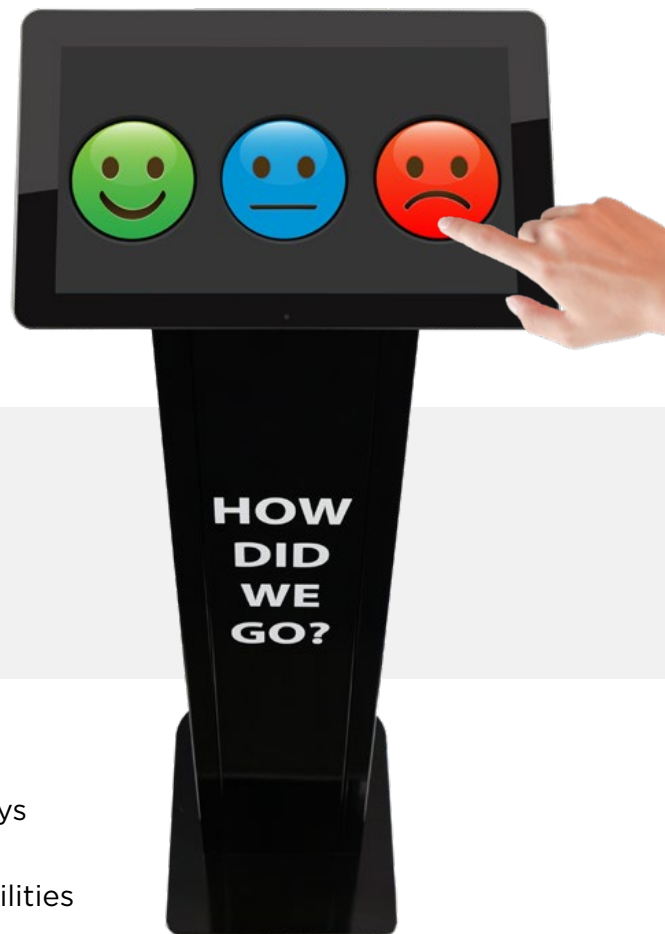
## ACTION NOTIFICATION

Identify and delight an unhappy customer before they become a lost customer.

Having an Action Survey kiosk onsite allows customers to express their experience, which will enable you to retain more clients in the future by responding instantly to avoid a negative experience turning into a lost customer.

### WHY SURVEY?

- Do you know if your customers are satisfied?
- Your customers know what they want best. So why not ask them?
- Trial any ideas by surveying customers before rolling out expensive changes.



A BTG Action Survey kiosk sends messages directly to any device in real-time. Giving staff, an opportunity to react to feedback before the customer leaves the venue.

### BENEFITS OF USING TOUCH SCREEN SURVEYS

- Instant results
- No transcription required
- Better data accuracy
- Ability to randomise questions
- Easily update your survey questions
- Anonymous surveys increase honesty
- Multilingual capabilities
- Display advertising while not in use
- Ability to react in real-time