



Quick Fact Sheet

Voice of the Customer - different feedback collection channels

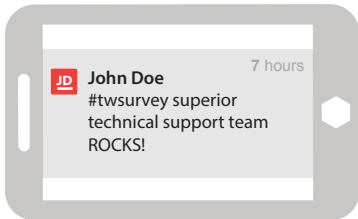
TWITTER

You ask: Tweet to help us improve

In thinking about your most recent experience at Touchwork, was the quality of customer service you received?

Please tweet us with #twsurvey poor/average/superior and any additional comments.

The customer respond...



Wwww

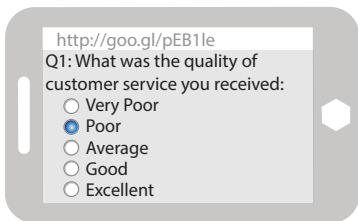
You ask: Feedback - using your smart device

To gain access to the on line survey

- Scan this QR Code or
- SMS "TWSURVEY" to 073 284 6521 to receive the survey URL via SMS or
- Navigate to the following url: <http://goo.gl/pEB11e>



The customer respond...



SMS

You ask: SMS us to rate our service

1. Create a new SMS
2. Answer all Questions below in the order shown.
3. Send response to **083 308 1061**

1. In thinking about your most recent experience at Touchwork, was the quality of customer service you received?

VERY POOR POOR AVERAGE GOOD EXCELLENT
 1 2 3 4 5

2. Rate the process for getting your concerns resolved

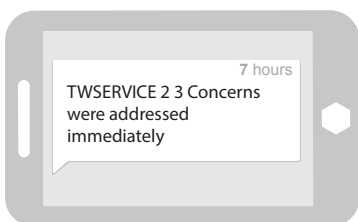
1 2 3 4 5

3. Would you please take a few minutes to describe what happened?

Please enter the survey code

TWSERVICE

The customer respond...





Quick Fact Sheet

Voice of the Employee- different feedback collection channels

Wwww

You ask: Use a smart device?

To gain access to the on line survey

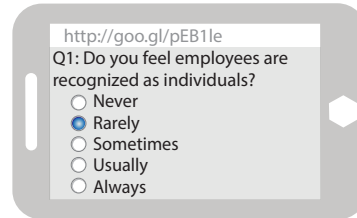
Scan this QR Code or

SMS "TWSURVEY" to 073 284 6521 to receive the survey URL via SMS or

Navigate to the following url: <http://goo.gl/3fZVQt>



The employee respond...



SMS

You ask: SMS us to rate our service

1. Create a new SMS
2. Answer all Questions below in the order shown.
3. Send response to **083 308 1061**

NEVER RARELY SOMETIMES USUALLY ALWAYS

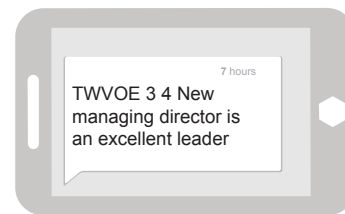
1. Overall how satisfied are you with your position at this company? 1 2 3 4 5

2. Do you feel that employees are recognized as individuals? 1 2 3 4 5

3. How motivated are you to see the company succeed?

Please enter the survey code

The employee respond...



About Touchwork

Touchwork is a global leader in Mobile Actionable Intelligence solutions and value-added services that help organisations worldwide capture, analyse, and act on information in real-time – anytime, anywhere. Touchwork's enterprise solution puts the right information in the right hands at the right time. In doing so, organisations can achieve first class physical asset performance, enhance products, customer experience, processes, and workforce performance; reduce costs and liability; and generate revenue and gain a competitive advantage.

The Touchwork Family of Solutions



ENTERPRISE
FEEDBACK
MANAGEMENT



PHYSICAL
ASSET
MANAGEMENT



OPERATIONAL
INSIGHTS

For more information, visit www.touchwork.com.
To speak to one of our Business Solution Consultants, call (+27) 21 700 4300