

# touchandtell

## Customer Feedback Solution

### Kiosk based customer feedback and marketing solution



#### Dining Surveys

Residential  
Food Courts  
Catering

#### Retail

Bookstores  
C Stores  
Vending

#### Auxiliary Services

Admin Services  
Health Centers  
Transportation  
Housing

- Get quick on-the-spot feedback
- Identify and resolve problems
- Send instant alerts to managers
- Monitor the customer experience
- Use tablet for promos, sign-ups, special offers

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# Measure **Customer Experience** with fully configurable iPad or Android tablets

Touchandtell works together with the Kinetica CEM platform to capture on-the-spot customer feedback, alert managers in real-time by email or text message and provide extensive reporting capabilities. It can be used as a stand alone solution or as one of many feedback channels available with the txtandtell solution.

## **Tablet set-up and configuration**

The tablet can easily be configured to capture feedback using smiley buttons or link to a survey with multiple questions. In addition, it can be used for special offers and promos or sign-ups for special events or loyalty programs.

## **Kinetica CEM platform**

All feedback is available in the cloud based Kinetica CEM platform. Powerful drill down reports are available for reviewing the feedback, identifying issues and trends and gaining insights.

