



## **Customer Experience** Management Solutions (CEM)

Touchwork provides a range of solutions to measure and help you gain insights about the customer experience and thereby ensure overall business success

The Touchwork solutions are built on the powerful and flexible cloud based Kinetica platform and can be used individually or in combination

They provide results in real-time, require no on-site IT support and are optimized for use with mobile devices



### **Contact Details:**

Tel: +1 800 218 3856

Email: [us.sales@touchwork.com](mailto:us.sales@touchwork.com)

# Kinetica CEM Solutions

## txtandtell **In-the-moment feedback**

- Get quick on-the-spot feedback from any customer
- Identify likes & dislikes, needs & wants
- Uses text messaging, QR codes, Twitter, tablets
- Get real-time alerts and resolve problems quickly
- Use Digital Comment Boards for sharing feedback and engagement

## shopandtell **Secret shopping**

- Get in-depth insights using secret shoppers
- Monitor performance of your operations
- Ensure compliance with standards
- Automate the entire process in-house at low cost

## touchandtell **Tablet based feedback and marketing**

- Uses iPad's or Android tablets with custom feedback app
- Ideal for quick feedback in retail environments
- Use the tablet for other promos e.g. special offers, sign-ups, etc.
- No need for customer to use their own cell phone

## checkandtell **Inspections and Surveys**

- Automate any inspection, audit or survey process
- For example: satisfaction, safety, custodial, maintenance, housing
- Ensure compliance with standards
- Optimized for mobile data capture