

 **Touchwork**

**Fusing real-time feedback
and audit results to enhance
CX across your campus**

www.touchwork.com

Leveraging AI, real-time feedback, and data analytics to enhance the campus experience

Real-time feedback and audit solutions

Capture customer feedback at all touchpoints across campus while also monitoring internal processes through regular audits. The data collected provides a 360° view of your customer's campus experience, ensuring performance and overall business success.



Campus wide CX platform for higher education

Fusion CX consolidates data from various Touchwork solutions, providing a comprehensive overview of your customer experience (CX). Leveraging AI, customer feedback, and data analytics, we empower business leaders to effectively manage their customers' experiences.

Ready to take CX to the next level?

Combine the power of real-time feedback, AI, and analytics to enhance your campus experience. Contact us today.



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TxtTapScanand**Tell**

In-the-moment feedback



TxtTapScan&Tell (previously TxtandTell) measures real-time student experience (CX), allowing customers to give feedback immediately; alerting you to problems so you can address them quickly and before they become systemic. Ideally suited for collecting feedback and engaging with students in dining, retail and other auxiliary service areas.

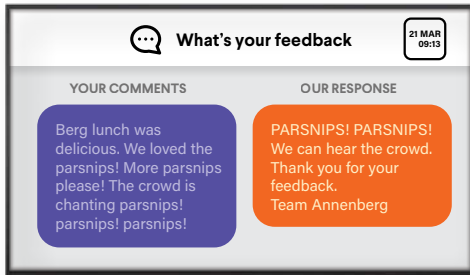
Why TxtTapScan&Tell?

- ✓ Real-time feedback by text, QR codes, NFC tags, email and social media
- ✓ Comprehensive reporting options including AI Insights module for summarized reports and suggested text response capabilities
- ✓ Increased student engagement
- ✓ Instant alerts for immediate action
- ✓ Identifies trends, likes and dislikes

Showand**Tell**

Digital signage solution

Offering comment moderation and display capabilities on digital signage.



Berg lunch was delicious. We loved the parsnips! More parsnips please! The crowd is chanting parsnips! parsnips! parsnips!

09:13

Harvard Dining Services thanks you for your feedback! We will reply within 24 hours.

09:14

PARSNIPS! PARSNIPS! We can hear the crowd. Thank you for your feedback. - Team Annenberg 🍌

09:15

WhatsApp Text messaging Email

NFC tags QR codes

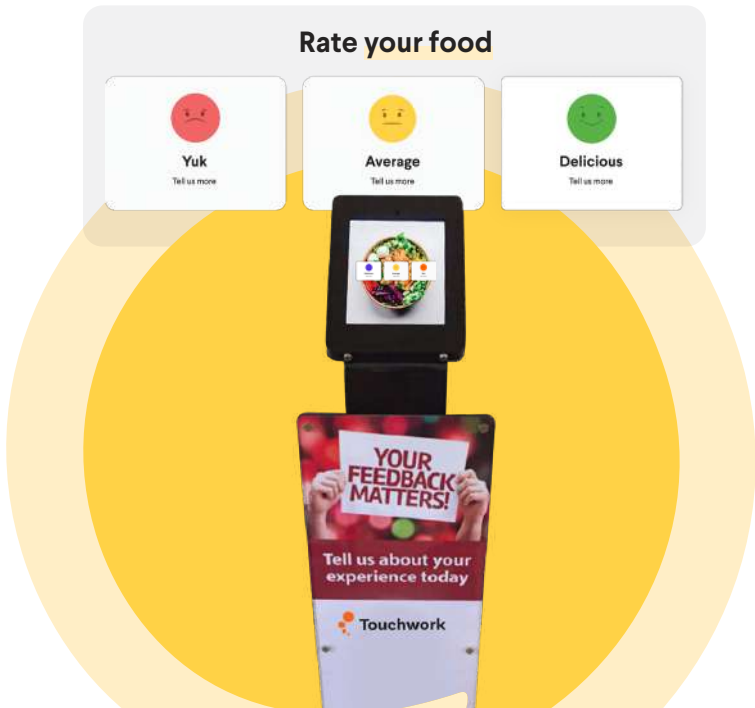
Kiosk-based customer experience feedback



Similar to TxtTapScan&Tell, TouchandTell is a real-time campus experience (CX) measurement solution that uses kiosk-based tablets strategically located in dining halls, campus restaurants and retail operations, or other locations.

Why TouchandTell?

- ✓ Real-time feedback by kiosks with instant alerts
- ✓ Results available immediately with reports forwarded to management
- ✓ Additional input channel for TxtTapScan&Tell
- ✓ Fully configurable tablet app for iOS and Android
- ✓ Summarized reports on customer feedback with AI Insights



Product feedback using text and QR codes



The ultimate product feedback solution designed to streamline the process of gathering student feedback on new services or products. With our innovative use of QR codes and text messaging, you can now accelerate your ability to collect valuable insights from your target audience, helping you make data-driven decisions to improve your offerings.

Why GrabandTell?

- ✓ Real-time feedback via mobile phones or any web-based device using EasyCode urls or QR codes
- ✓ Test or monitor new products on campus
- ✓ Collect feedback on multiple product attributes
- ✓ Evaluate purchasing response to product placement and display design
- ✓ Send real-time alerts to students and receive instant notifications to feedback
- ✓ Identify patterns, emerging trends, and areas for improvement using AI Insights module



ShopandTell

Mystery shopping



ShopandTell enables you to track the performance of your operations by monitoring staff compliance with standards and procedures and measuring the overall customer experience in any location. All the steps to manage this process in-house are automated, with results available in real-time.

Why ShopandTell?

- ✓ Collect feedback using smartphones, tablets or any web-based device
- ✓ Monitor the performance of your operations and ensure compliance with standards
- ✓ Create surveys for each location type based on elements you'd like to monitor
- ✓ Results available immediately
- ✓ AI-powered summaries and reports provide quick insights for informed decision-making



Location: Campus T's
Shopper: Christine Page

Time of visit:

Retail

Were you greeted on arrival?

Rate your experience:

Rate the store presentation:

Problem reporting

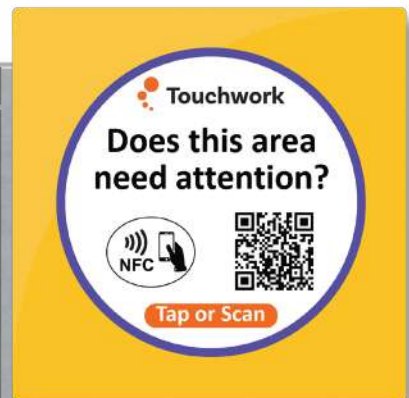
Scan to learn more



Don't wait for little issues to evolve into significant ones that affect many customers, increase liability and risk, and negatively influence the campus experience! FixIT allows students and staff to report problems on the spot using their mobile phones by sending a text message or filling out a simple web form.

Why FixIT?

- ✓ Quick problem reporting by QR codes, text or web forms
- ✓ Manage multiple locations at any given time
- ✓ Immediately alert campus staff to resolve problems quickly
- ✓ Maintain a history of all problems reported
- ✓ Application across any self-service operations, including restrooms, vending machines, copy machines, laundry machines, parking or student locker rooms
- ✓ Identify common issues, recurring patterns, and areas needing attention with AI Insights



CheckIT

Audit and inspections

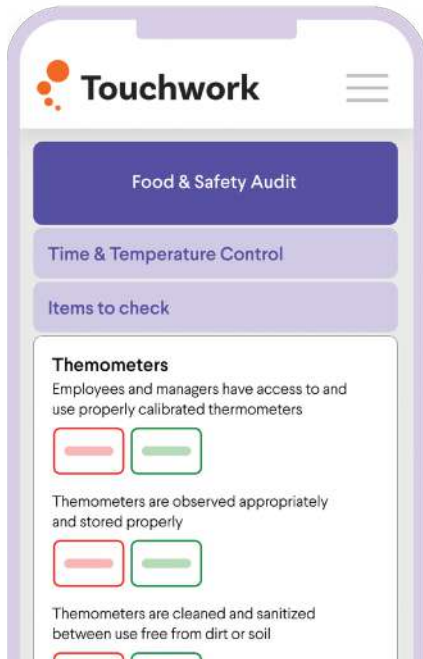
Scan to learn more



CheckIT is our inspections and assessment solution that makes your inspection process smooth and effective. It is a flexible, multi-channel solution for collecting, monitoring and analyzing inspection data. It provides you with real-time information that can be acted upon immediately in a variety of ways.

Why CheckIT?

- ✓ Automate any inspection process
- ✓ Conduct inspections on smartphones, tablets or laptops
- ✓ Schedule and assign inspectors and track tasks or service requests
- ✓ Send real-time alerts to resolve problems quickly
- ✓ AI Insights can identify anomalies in audit data, analyze patterns, and historical data for further corrective action



Health & Safety

Housing

Quality Assurance

Maintenance

Retail Operations

Transportation & Parking

Vending Machines

Bathrooms

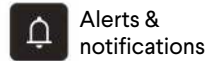
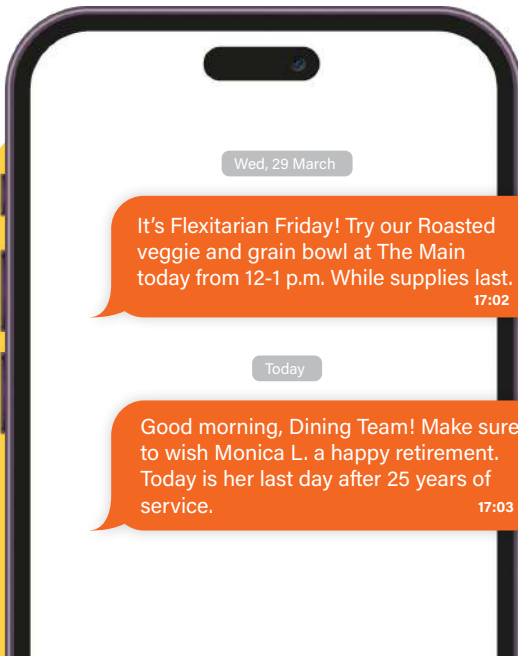
Marketing and messaging



Our outbound marketing solution is designed so that your students or staff can opt-in to receive text message notifications. This enables you to text announcements, special deals, events, promotions, and important updates to your mobile subscribers!

Why MarketIT?

- ✓ Increase engagement and send instant notifications to students via text message
- ✓ More effective than email, social media
- ✓ Incorporate links, video, gifs and audio
- ✓ Automate and schedule text notifications
- ✓ Campaign analytics to measure performance and effectiveness



Alerts & notifications



Video



Text



Audio

SurveyIT

Survey solution

Scan to learn more



SurveyIT is Touchwork's standard survey solution, designed specifically for customer or student feedback. This feature connects seamlessly with any of our other solutions and eliminates the need for a third-party survey tool. Keep all your customer feedback data centralized on one platform and accessible via a single portal.

Why SurveyIT?

- ✓ Distribute surveys fast by text, email or social media
- ✓ Monitor responses in real-time
- ✓ Summarize survey results, highlight key findings, and provide actionable recommendations with AI Insights
- ✓ Customizable template library

Please rate your dining hall experience

Exceeding

Good

Satisfactory

Needs improvement

Unatisfactory



OrderIT

Food allergy ordering

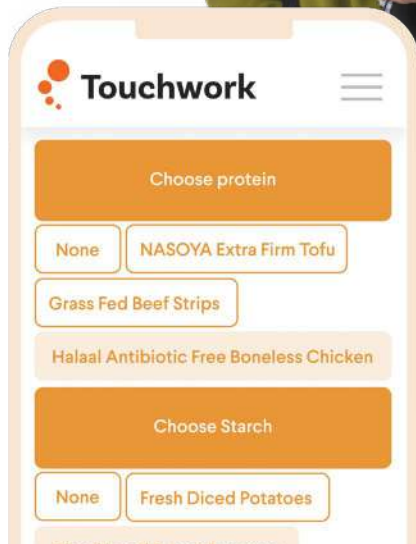
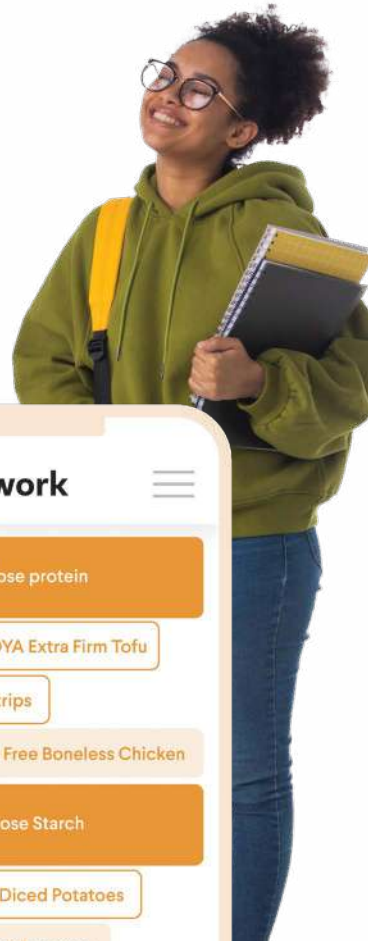
Scan to learn more



OrderIT is a customizable mobile ordering service designed around your dining facilities current food allergy operations. Now students with allergies can use an app to place specialized orders off a menu for pick-up at a specified location and time. Chefs are immediately notified and advised of the customer order and their allergies, making it easier for them to prepare meals according to their needs.

Why OrderIT?

- ✓ Reduce health risk for students with allergies or specialized dietary requirements
- ✓ Reduce liability by assisting staff to select correct items for each meal
- ✓ Students select their menu with a pick-up time and location via an app
- ✓ Receive alerts on new orders, plus allergies and restrictions
- ✓ Communicate with students to clarify order details
- ✓ Gain insights into growing trends and needs



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**Contact us today to start
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