

CX NPS P-GAP

Contact Centers
Call Centers
Customer Service
IT Help Desk





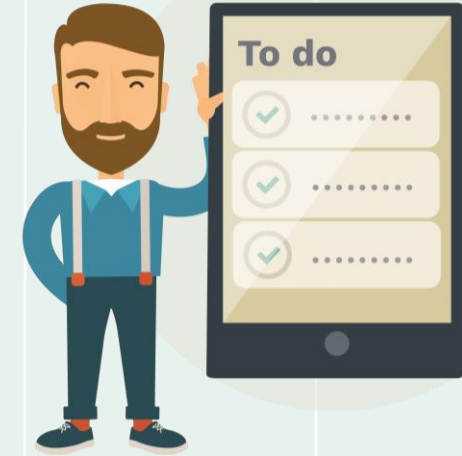
Måle

Automatiske målinger af kundeoplevelser og loyalitet



Forstå

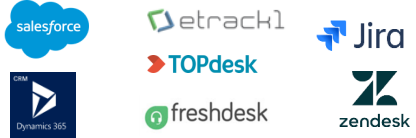
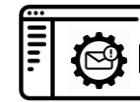
Overblik over individuel respons og oplevelse



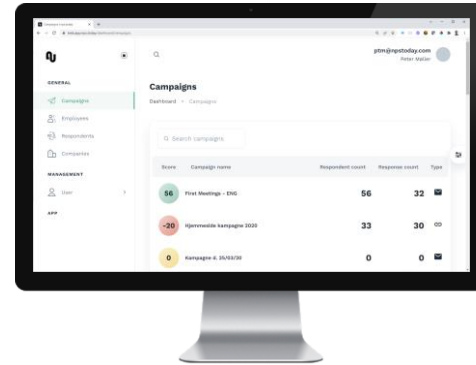
Handle

Opfølgning og handling baseret på respons og kundedata

SaaS CX platform



SaaS CX platform



Survey Triggers

CX data back

Analysis & AI

Survey Channels

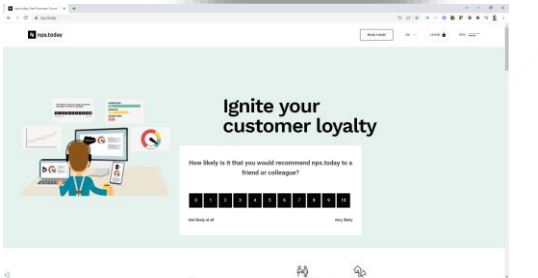
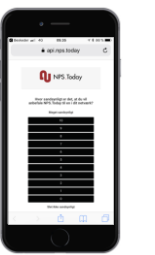
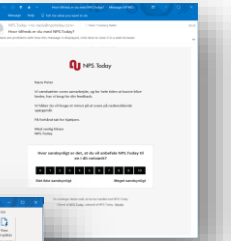
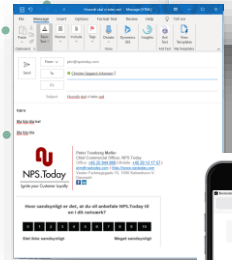


Microsoft Cognitive Services



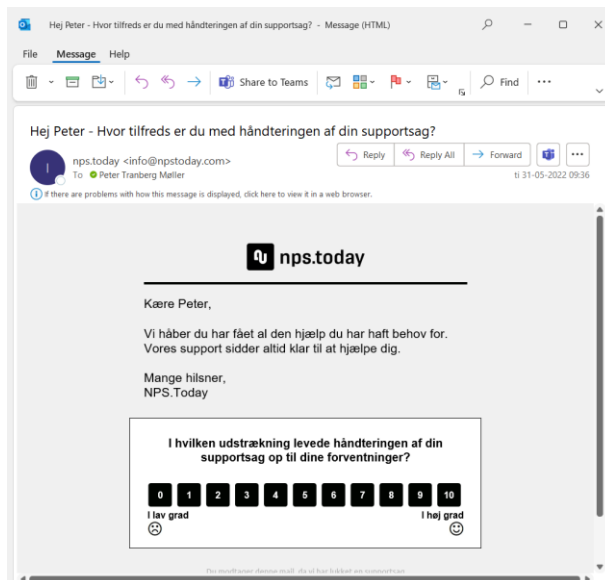
capturi

intramanager



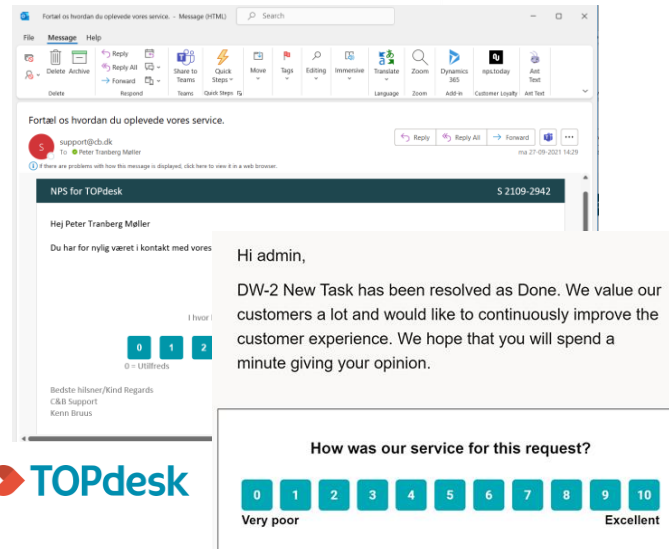
Transaktionel NPS i help desk

Send NPS efter closed case

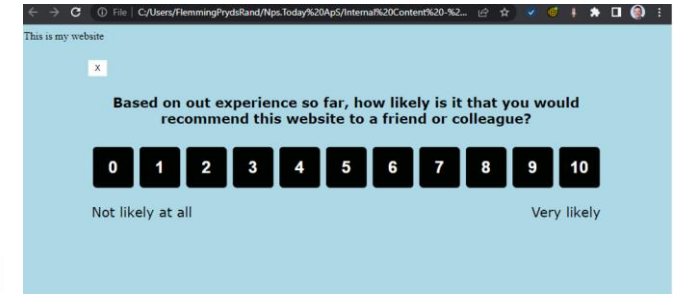


nps.today e-mail

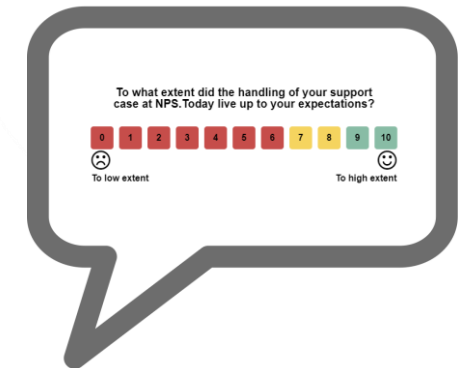
Embed NPS i ticket mail



Pop-up NPS i service portal



Embed i chat / chatbot



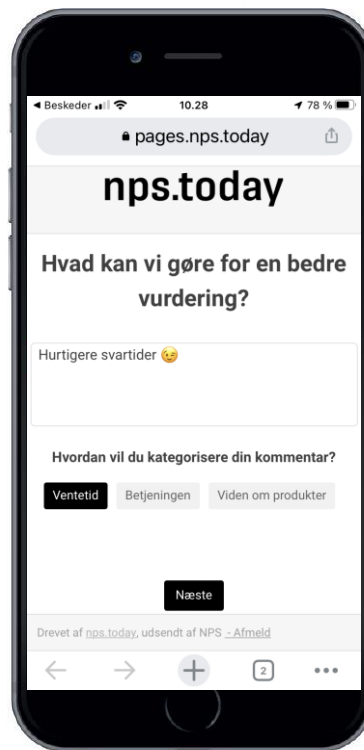
SMS survey efter telefonsupport



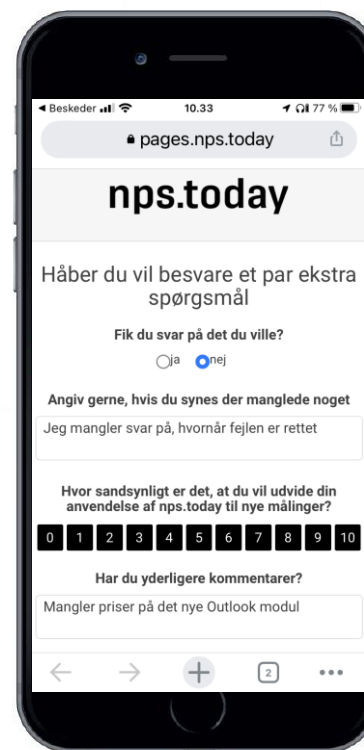
SMS survey



Rating pop-up



Opfølgningsspørgsmål

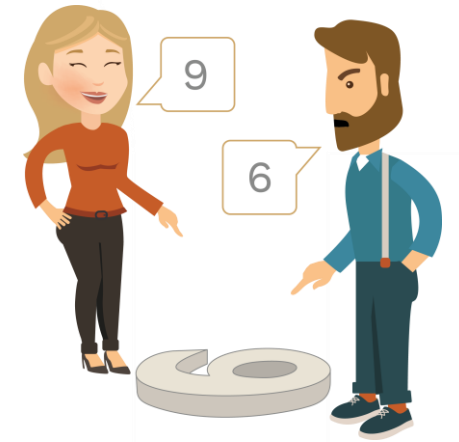


Ekstra spørgsmål

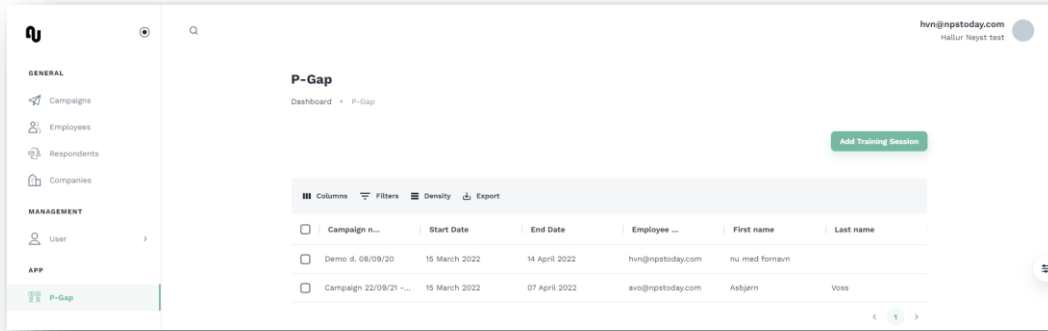


Afslutningstekst

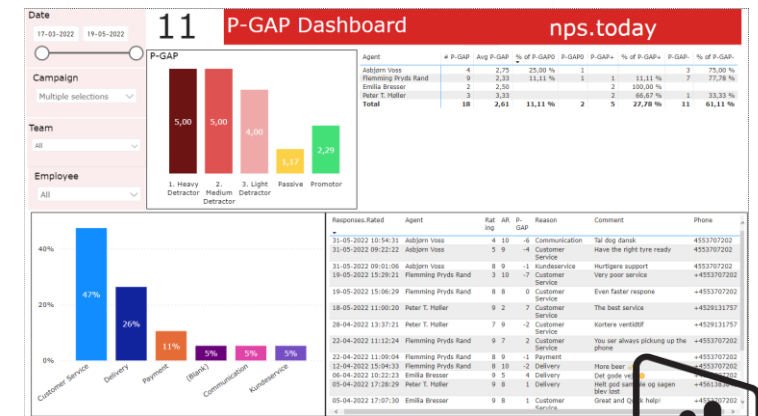
nps.today P-GAP Module



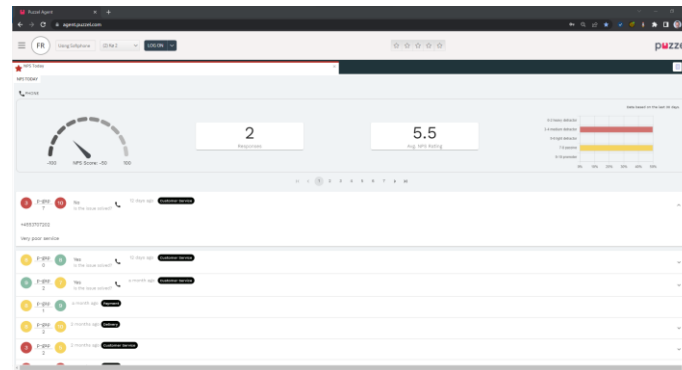
P-GAP planning



P-GAP reporting



NPS & P-GAP data in contact center



NPS survey

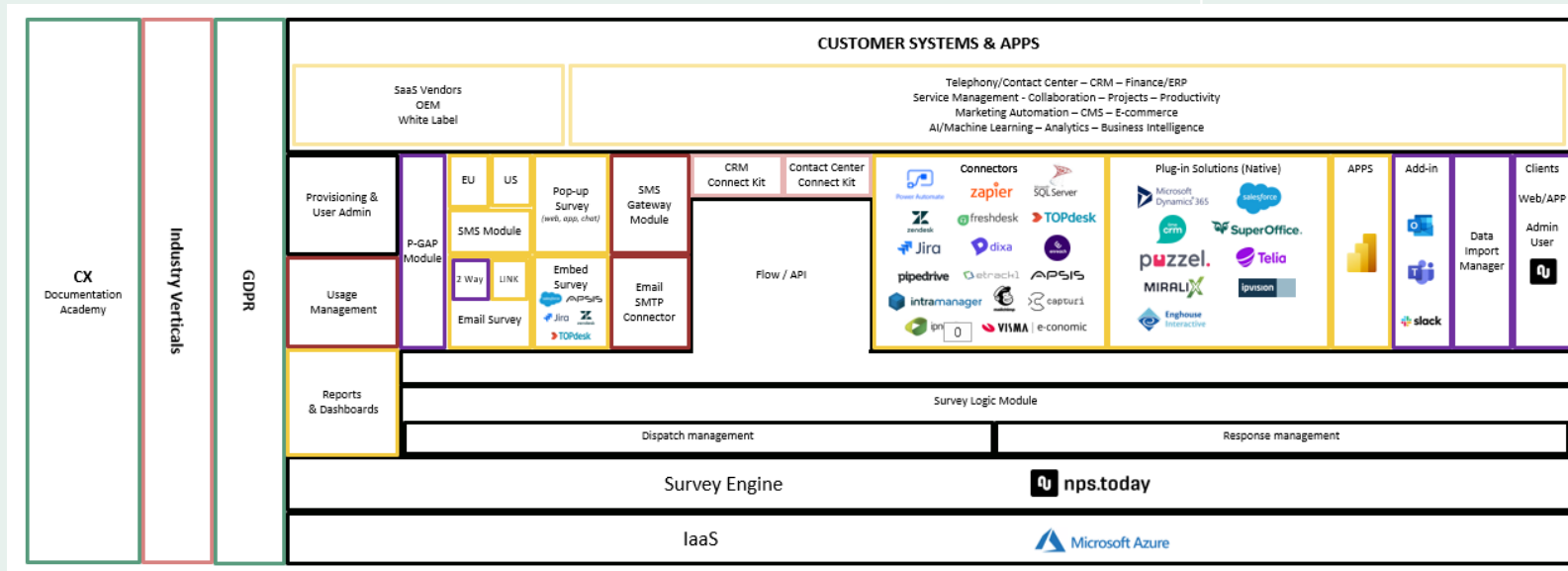


P-GAP survey



Connect til dit eget system og din egen kanal

nps.today development kit og contact center connect kit



Cle✓er Choice

Byggede NPS for Cherwell på få timer

https://npstoday1.sharepoint.com/:v:/s/ExternalContent/Ec7ylrbH_xFBleuGvu6LarcB2Sni2GTliwdcnWI2g1GO2A?e=rdYfP

DEMO

- NPS + P-GAP for Salesforce



Kontaktdata



Chief Operational Officer

Flemming Pryds Rand

• fr@npstoday.com

• [+45 25 94 49 88](tel:+4525944988)



Chief Commercial Officer

Peter Tranberg Møller

• ptm@npstoday.com

• [+45 29 13 17 57](tel:+4529131757)