SOLUTIONS

Activated NPS Solution

Integrating Net Promoter Score (NPS) feedback is critical for most businesses. Are you tired of seeing NPS programs that don't generate any actionable insights? Are you looking to get tangible results from your NPS program?

Alchemer's Activated NPS Solution provides a complete suite of services that allows customers to setup, manage and monitor their business's response to critical customer feedback. With Alchemer your NPS results automatically trigger the most appropriate responses from the right people, through the systems you already use.

NPS SURVEY

Our pre-configured NPS Survey will help you immediately gather actionable feedback using industry leading practices

INTEGRATIONS

Connect your NPS feedback directly to your CRM, Enterprise Messaging and Data Visualization Tools to build the most effective feedback systems.

OPEN TEXT ANALYSIS AND TAGGING

Alchemer's built in open text analysis and tagging capabilities help your organization make sense of your customers valuable feedback.

OUT-OF-THE-BOX REPORTS

Effective out-of-the-box executive and operational level reports automatically update with the latest data.

CASE MANAGEMENT

Built-in case management helps you to manage customer interactions and take direct action throughout your organization.

NPS DASHBOARD

Integrated out of the box Tableau Dashboard allows for filtering, slicing and dicing of your NPS data.

Improve your renewal rates and net promoter scores

After we implemented the Activated NPS Solution, Alchemer saw:

• 15% increase in Net Promoter Score in 10 months

• 3% reduction in churn in 10 months

• 60% reduction in the number of perceived bugs reported by customers

To see what you can do, call: 800.609.6480.

The Activated NPS Solution includes everything you need to quickly operationalize feedback and close the loop with customers.

Alchemer Activated NPS Solution Offerings

Alchemer's Activated NPS Solution features all the tools your organization needs to integrate feedback into the systems and processes your people use every day to truly bring customers to the core of your businesses.

You could see results like we did:
• A 15% increase in Net Promoter Score in 10 months
• A 3% reduction in churn in 10 months
• A 60% reduction in the number of perceived bugs reported by customers

The Activated NPS Solution includes:

COMPONENT	DESCRIPTION
Survey	**Configured Survey** A pre-configured NPS survey that leverages industry-leading practices
Reports	**Pre-Configured Reports** • Executive • Operational
Respondent Management (Closing the loop)	**Leading-practices respondent case-management** • Processes • System configuration user guide
Workbook/Dashboard	Tableau dashboard built specifically for Activated NPS
Thought-Leadership Guides (Package)	• Great Survey Building • Survey Distribution • Integrations – Set up and user guide • How to update and distribute reports • Open-text analysis user guide
Customer Support	Gold Success Package

Call your account manager or 800.609.6480 to learn more.

Alchemer
Formerly SurveyGizmo