




SOLUTIONS

Elevate Your NPS with the Activated VoC Solution



Integrating Voice of the Customer (customer feedback) is critical for most businesses. Are you tired of seeing Voice of the Customer (VoC) programs that don't generate any actionable feedback or useful insights? Are you looking to get tangible results from your NPS®, CSAT, or CES program without replacing everything?

The Alchemer Activated VoC Solution provides a combination of services that allows customers to setup, manage, and act on their business's critical customer feedback. With Alchemer your NPS (Net Promoter Score), CSAT (Customer Satisfaction), or CES (Customer Effort Score) 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 VoC 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.

TAILORED REPORTS DESIGNED FOR YOUR NEEDS

Effective executive and operational level reports tailored for your stakeholders that automatically update with the latest data.

FAST AND EASY

Alchemer onboards, we don't deploy and implement. So there's no expensive consulting fees and lengthy implementations to wait for.

DON'T REPLACE EVERYTHING

Alchemer provides the surveys and integrations you need to bring the insights into your data visualization tools so you can correlate customer feedback with other key business metrics.

Improve your renewal rates and VoC 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 VoC Solution includes everything you need to quickly operationalize feedback and close the loop with customers.

Alchemer Activated VoC Solution Offerings

Alchemer's Activated VoC 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 VoC Solution includes:

COMPONENT	DESCRIPTION
Survey	Configured Survey A pre-configured NPS survey that leverages industry-leading practices
Reports	Tailored Reports <ul style="list-style-type: none">• Executive• Operational
Respondent Management (Closing the loop)	Automated respondent actions to delight customers <ul style="list-style-type: none">• Tailored routing and processes• System configuration user guide
Integrations	Route feedback into your existing systems Easy integrations to BI tools, CRM, Enterprise messaging, and email
Thought-Leadership Guides (Package)	<ul style="list-style-type: none">• Great Survey Building• Survey Distribution• Integrations – Set up and user guide• How to update and distribute reports• Open-text analysis user guide

Call your account manager or 800.609.6480 to learn more.



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