Customer Feedback Systems

As the world of data collection shifts from pen, paper and desktop to a more mobile environment, tremendous opportunities exist for organizations to capture real-time patient and customer feedback on-site at the point of service. This feedback can be used for immediate service recovery, for learning and planning at the front line and for help in focusing investments into the business on high-impact opportunities.

Key Features
• Question set template/structure library
• Multiple language selections
• Provider or service modality question
• Five operational questions
• Built-in branching logic
• Optional patient/customer ID capture for service recovery
• Real-time alerts
• Standard push reporting and raw data upload

Customer Benefits
• Drive word of mouth and profitable growth
• Empower and align frontline staff
• Improve satisfaction through innovation
• Create organizational transparency and accountability
• Uncover and remove roadblocks
• Identify and recover revenue at risk

For more information, visit cfsslp.com.

Key Industries and Business Functions
Cross-Industry, Healthcare and Retail

The Samsung difference is clear.
• Form Factor – Variety of tablet and smartphone options in multiple sizes
• Samsung Knox™ – The comprehensive enterprise mobile solution for work and play
• Brilliant Display – Samsung Super AMOLED® displays are easy to read

Empowering Staff To Better Serve Patients And Customers.