



Multi-Channel CSAT Surveys

DigiDesk's innovative CSAT surveys capture real-time feedback, with advanced sentiment and text analytics

Customer Satisfaction Surveys

Measure customer feedback across Voice, Email, Chat, Social, Whatsapp, Web, SMS and Trustpilot, through a single platform. Campaigns can be configured for post-interaction or managed via bulk uploads.

Text Analytics

We use an advanced sentiment engine to automatically identify positive and negative customer comments. We then use keyword tables to help identify complaints, agent praise and other significant topics of interest.

Post-Call IVR Surveys

Customer calls can be transferred into an automated IVR survey, which asks a number of questions and captures verbatim comments. We can track agent, customer and other related details within the customer survey record.

Live Wallboards

All customer scores and verbatim comments are delivered to our wallboards in real-time. A series of live views can be set up to monitor the Voice of your Customer (VoC), with over 20 different CSAT widgets available.

Digital Campaigns

Multiple campaigns can be set up for digital channels, including Email, WhatsApp, Chat, Social and Web channels. Digital surveys can be configured with a range of question types and branding / design options.

SMS Surveys

We can set up SMS campaigns, with questions and answers managed directly through SMS messaging. Or we can set up SMS campaigns, with an embedded hyperlink, which links through to a configurable web-based survey.

The DigiDesk platform has made a real difference for us, giving us great insight into our Voice of the Customer. We now get feedback immediately after an interaction with the team and have full access to the feedback through the platform, saving us time, money and effort."

SAMANTHA RICHARDS // PURINA

