

Customer feedback you can act on.

Receive detailed customer feedback in any channel, tied to specific interactions, delivered to stakeholders in real time.



What can you do about unhappy customers?

Delivering an outstanding customer experience creates repeat customers and referrals. And even though customer insights are crucial to improving CX, brands fall short because their survey methods lack the dynamic capabilities to meet the needs of the business, delve deeper into targeted issues, and report fast enough to take meaningful actions that make a real difference.

Know your customers, act on their feedback, and evolve your customer experience.

Knowing exactly what your customers are experiencing, thinking, and saying is critical for success. When delivered in real time, these insights are used to make immediate changes, crafting a glowing customer journey that squashes negative experiences before they snowball.

Key Benefits

Win on customer experience. A highly competitive landscape requires you to differentiate yourself from the market. Make CX a business advantage with these benefits.

Design exceptional customer experiences.

Detailed customer data can be used to design changes to processes, web or app assets, and enhance training programs.

Increase completions with more channels.

Customers are more likely to answer surveys in their last channel—and now you can meet them, no matter what that channel is.

Close the loop on negative experiences.

Flag issues in real time to enable relationship managers to immediately contact customers, resolve complaints, and exceed expectations.

Fix issues before they become problems.

Hearing from customers in real time alerts teams to sitewide or programmatic issues so they can be fixed quickly and planned for in the future.

Make better business decisions.

Mapping out trends in customer feedback over time informs business leaders of seasonality and leads to smarter long-term strategy.

Enhance your core product or service.

Ask customer experience questions and deliver quick insights to product managers who can course correct roadmaps and bypass recalls.

Trusted by customer-centric brands.



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Key Features

Survey in any channel.

By offering voice, SMS, email, and web-based surveys, Mindful Feedback allows brands to gather feedback in the channel most suited to their customers.

Analyze historically and in real time.

Built-in dashboards help you understand issues and uncover customer feedback trends, revealing granular and big-picture insights.

Connect to any CRM and telephony stack.

Integrate seamlessly with leading CRM and CCaaS platforms to trigger surveys by events and personalize to any degree.

Stay alerted in Slack or Teams.

Feedback is only as good as its ability to be acted on. With notifications in Slack or Teams, managers are instantly alerted and take prompt action to resolve a customer issue.

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“After implementing Mindful Feedback, we were able to measure in real time the quality of service in our operation as well as that of each employee, allowing for quick corrective actions and recognition of the good service provided by our agents.”

- Gerlane Pedroso, Planning Coordinator at Multilaser

Why Mindful Feedback?

Integrate natively with the only voice of customer platform to get personalized feedback across channels in real time.



Streamlined marketplace procurement



Built and optimized for contact center teams



Quick implementation and ongoing strategic partnership

Start learning from customers and improving their journey. Learn more and get in touch with us [here](#).