Alert's Built-In Marketing Tools - Customer Surveys

This week's marketing focus is on Automated Customer Surveys. Alert offers a tool for you to measure your customer satisfaction results! You can link to popular survey tools such as Survey Monkey and start enhancing your image ASAP!

Features:

Batch send surveys daily or periodically based on certain criteria such as date range, customer type, or transaction size.
Surveys can be either a document attached to an email (and you could also include a coupon or other incentive!) or a link to an online survey
Set up defaults by customer in the Survey Setup tab in the customer record
Send surveys to the customer either one per customer, or one per invoice.
You can email the surveys or send a link via text message. Only links to surveys can be sent by text, and mobile provider is required for text.

Once you complete setup and are ready to start sending surveys, simply go to the ticket screen and from the Action drop-down, select Create Survey List.

This parameter selection screen will appear and you'll be able to choose who to send the surveys to based on a number of criteria.

The next screen populates with the list and you'll be able to delete anybody who you don't want to send a survey to.

Let us know if you'd like a bid for this neat tool! It's listed at $750 but we're offering a special of $500. Contact us at sales@alertms.com and we'll get you set up!

Create Survey List

Customer Type
Select all customer types   Y
Enter Customer type

Date Range
Starting Date   02/21/2020
Ending Date   02/26/2020

Location
Select all locations   Y
Enter Locations

Ticket Total Sort
All Totals   Y
Minimum Total $
Maximum Total $