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Client Feedback and Assessment System

amascicreative Ltd

Client Feedback and Assessment System

Understand how your customers feel about your company.



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How do Your Clients Really See You?

It is important that you understand how your clients see you and how they feel about the work you've done for them. If they have any complaints it's much better that they tell you rather than anyone else! By giving your clients the opportunity to bring any concerns directly to you in an easy, non-confrontational manner will help to build customer confidence and loyalty. Once you've received any criticism you can demonstrate how you value them as a customer by resolving the issue quickly. But it isn't necessarily all about criticism, if you have done a good job for a client then it is also nice to be aware that this is the case and that the client has gone away with a smile on their face.



We've Designed a Simple System to Help you Find Out

Our Client Feedback and Assessment System is designed to make it easy to get this information. It is simple for the client to login after the project has been completed and fill in a simple questionnaire which is tailored to your company's requirements. We've made sure it's as effortless for the customer as possible, making it more likely that they will take the time to complete the assessment. You can even offer incentives to try and convince them to complete the questionnaire and provide their feedback.

Easy to Manage

The Client Feedback System has been designed to make your life easier, not more complicated! So we've made everything as straight forward as possible, from entering all the necessary details, to letting the clients know the questionnaire is there.



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Administration Panel

The administration panel makes it a simple task to manage both clients' and staff details, as well as adding new project questionnaires. All the details are in one place, so editing, adding and removing clients and questionnaires is made really easy.

Unique Identification Code

The Client Feedback/Assessment System is based on assigning each project a unique identification code when a new questionnaire is set up. The system can be setup so that the unique job reference code is created automatically or manually. The code is used to link all the information together, so staff, clients and questionnaires are all assigned to the right project. Staff can easily be assigned to each job they are responsible for, so you can keep track of who did the work that the client is assessing.



Email Alerts

Once everything is set up, at the click of a button the system will send an email to the customer with a link to the questionnaire, prompting them to log-in using the details provided in the email and assess your performance. When a questionnaire is completed, an email is sent to both yourself and the client to inform you of the details the client submitted. These emails can be customised to include or exclude specific information as per your requirements.

Download in CSV Format

All completed questionnaires can be downloaded in CSV format to allow you to use the data you've accumulated and monitor how any changes you implement affect client satisfaction.



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One Questionnaire Per Job

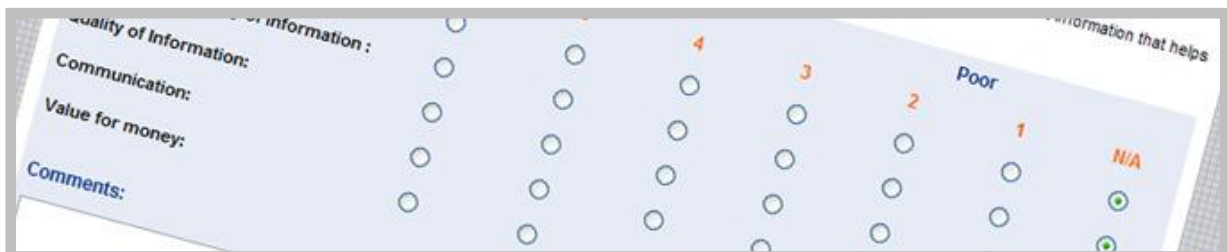
When the client is invited to fill in the feedback questionnaire, they are sent login details and the unique job reference code to ensure that the questionnaire can only be filled in by the relevant client. Once a questionnaire has been completed and submitted the system will stop any users re-accessing that questionnaire. This is to ensure you do not receive multiple versions of the completed questionnaire, ensuring that only one questionnaire can be completed for each job.

Integrated or Stand-alone

The Client Feedback and Assessment System can be easily integrated into your existing website structure, design and domain/sub domain name. Alternatively it can be created as a stand-alone system, incorporating its own design, branding and domain access, making it completely flexible!

Knowledge Is Power

Knowing what your customers' think about your company helps you to shape that view and make sure that if they're telling anyone else about your company, they're being complimentary! Positive feedback helps boost staff morale and motivate them to keep working hard, and ensuring that any negative feedback comes directly to you enables you to rectify any problems and leave your clients with a favourable view of your business. You should never worry about receiving negative feedback as well as positive, what really matters is how you handle it. Often the most loyal customers are those who had complaints to make about a project which were dealt with in an efficient and courteous manner.





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Contact us now for a **FREE** Quotation

For more details about our Client Feedback and Assessment System, or if you'd like us to give you a quote, please call our Milton Keynes office on **01908 612 500**, email creative@amasci.co.uk or **contact us** through our website.