



NPS

Management

Some Experience **in Numbers**

100+ Programs per year

40+ Changing in motivational system

20+ Satisfied clients

52 Countries coverage

20+ Comparison analysis

Why your customers love your brand and why not?



What is NPS?

The NPS is a concrete guide for action. The score makes companies aware of a problem and they can then conduct further analysis to learn how to rectify the issue.

By understanding what NPS management is, you will be better equipped to respond to criticism and become better.

Our research and methodology are conducted by a trained team and gives the opportunity to:

- Find out the geographical location of the unhappy customer;
- Analyze the services or products purchased by the customer;
- Determine the cause of dissatisfaction;
- Your task is to correct the shortcomings of the service or products of your company.

Advantages and values of measuring NPS with Scheduling Worldwide

Collect qualitative data in easy way

a large number of staff are necessary as hundreds of consumers must be interviewed.

Instead of questionnaires, our staff use real communication methods during the survey: they ask the right questions and in a polite manner to figure out the cause of dissatisfaction and determine the roots of the problem.

Receive a categorized feedback

categories include a lack of manners shown by staff, the price or quality of the product/service and the cleanliness and organization of the establishment. The efficient classification of issues enables our customers to find and eliminate any shortcomings as quickly as possible.

You will know the exact actions that are needed to be taken

research will not only show you any weak spots of your business – you will also receive a detailed advice plan aimed to reduce customer dissatisfaction. This plan will be drawn up immediately after the NPS poll has ended. This overall strategy will have been refined to fit customer specification and uses US developed software accessible on mobile devices.

Receive answers to questions that will help to improve your business

How do you motivate the client to buy?
How do you increase the average purchase amount at an outlet?
How do you convince customers to return?
How do you convince customers to recommend the brand to their friends?

Why Scheduling?



Database Of 450 000+

Variety Of Devices



Agile Approach

Day-to-day Scram Sessions



Real World Testing

Realistic measure of product performance



Fieldwork Speed

Quick Interaction



Online Statistics

Statistics Availability 24/7



Target Audience Selection

Unique opinions



POS Readiness Check

Global payment systems



Cheaper Than QA Engineer

Budget cut



Global Coverage

52+ Countries



Data Quality Check

Proofreading, Artefacts and Data quality check

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of Customer Experience program and analytical report.

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