

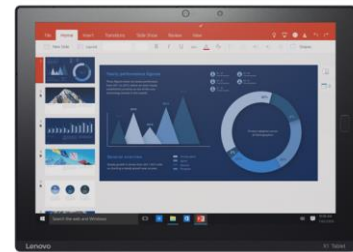
Autotrack On Demand Customer Satisfaction Survey Software

Introduction

Customer satisfaction is a marketing term that measures how products or services supplied by a company meet or surpass a customer's expectation. Customer satisfaction is important because it provides marketers and business owners with a metric that they can use to manage and improve their businesses. Autotrack team know about the customer satisfaction is one the most important part in businesses. This is the reason we design and develop our own customer satisfaction survey program.

How it work?

Autotrack server is a web base application running at the background and station in the server room, it server as command center and reporting tools and administrator of supervisor able to access it via any web browser with user control login. Administrator will set and configure all different type of question and objective answer for the customer to response. The way of answer is simple for the customer where by just touching the screen monitor in front of them. Online summary report will be able to be view by the branch manager by login to the Autotrack Web site and daily report will be automatically send to the respective branch and business owner by the end of the day via email.



Feature

- All survey questions are fully configurable from Autotrack server
- Today modem transitions & interactivity user interface
- Online + Offline mode
- daily reporting
- Real-time dashboard of all users for Manager online
- Real-time dashboard for all individual workers online
- Interfacing with 3rd parties software via Autotrack on demand
- Multi language environment

