



SMS Survey

SMS Survey is the new and exciting way to gather instant customer feedback. SMS Survey allows you to gather meaningful feedback immediately after the event, exactly when opinions are formed and when response rates are naturally higher. You can see how your customers rate your products and services and quickly identify areas for improvement. This ensures you secure a competitive advantage, achieve excellent customer service and great operational efficiency.

The speed and flexibility of SMS Survey means accurate responses can be available the same day your survey is launched.

Flexibility with Complete Control

Our easy-to-use online portal allows you to fully customise your surveys, from branding and logo design to the exact questions asked and how data is collected. Straightforward question design:

- Radio = (Likert format) where responses are provided by number selection
- Slider = Participants use a rating scale between 1-10 in response to a specific question
- Free text = Qualitative responses to allow for more in-depth feedback
- Background images and customised 'thank you' messages ensure professional delivery

There's no limit to the number of questions, surveys can be sent to unlimited recipients and can run for indefinite periods. Alternatively, expiry dates can be administered as closing dates for participants to submit responses.

Get further customer insight with our SMS Survey feature. Speak to the NSL team today for more information.

Key Benefits:

- Create fully customisable surveys in minutes
- Real-time results
- Create unlimited bespoke surveys
- Comprehensive reporting tools for analysis
- Fully responsive, userfriendly webpage
- Save on lengthy outbound call charges
- Free up agent resources with fully automated surveys
- Create and manage fully customisable surveys in minutes
- Send surveys immediately or schedule for future broadcast
- Use comprehensive reporting tools to download and analyse responses
- View results in real-time
- Benefit from user friendly webpages, responsive to any device's screen size
- Create unlimited bespoke surveys
- Increase response rates by allowing your customers to respond at a time that suits them