

# Your Customers Are Your Best Critics

## Let them rate your staff and your services

Your employees are the face of your business. The experience your customers have can make or break you - which is why you need to know right away whether it was positive or negative.

WorkWave® Service Reports let your customers quickly and easily rate appointments and quality of service so you can track the effectiveness of your employees and service offerings.

Analyze trends and make informed decisions about your business with:



Employee  
Leaderboards



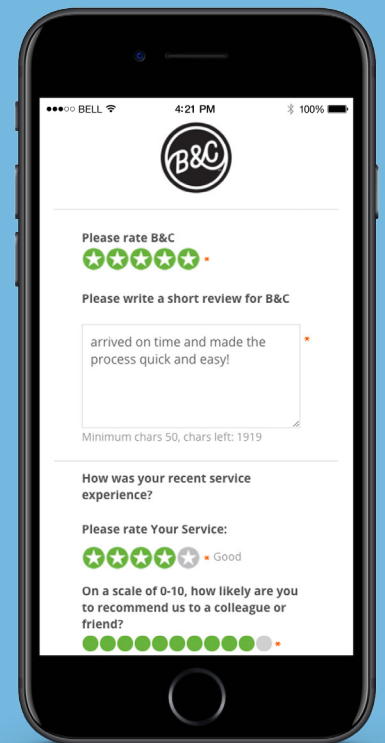
Trend Reports



NPS Scores

“WorkWave Service Reports have helped us **gain insight** we didn't previously have into our top and bottom performing employees and services. In the short time we've been using this product we've also been able to **identify and save a customer who may have otherwise cancelled**.

- John Gibbons



Integrated with





## Service Reports make it easy for customers to rate their experience with your company

- Automatically request customer feedback after every appointment – you'll get more feedback when you ask for it proactively
- Customers can provide feedback on any device including smartphones and tablets
- There's no signup or login required; customers are more likely to provide feedback



## Get valuable insight into technician performance and service quality

- Let customers rate your employees and value of services provided on every appointment - or on whatever frequency works best for your business
- Generate a steady flow of actionable customer feedback over an extended period of time
- Identify your top and bottom-rated employees and services and analyze trends over time to see how your business is truly doing



## Maintain high customer satisfaction levels

- Quickly identify at-risk customers and fix their issues before you lose their business-- and before they tell their friends
- Use Net Promoter Score (NPS) surveys to measure customer satisfaction over time and compare yourself to your competitors
- Minimize negative reviews on social media by giving customers an easy way to provide feedback directly to you

### Features & Benefits

- Automated Service Report Collection
- WorkWave Service Integration
- Email and Text Alerts for New Service Reports
- Employee Rankings with Detail and Trend Reports
- Service Rankings with Detail and Trend Reports
- Customer Rankings with Detail and Trend Reports
- Net Promoter Score (NPS) Collection & Reporting
- Mobile Friendly

**Work Smarter with WorkWave® Service**

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