



Drive profits and performance with real-time feedback

Feedback solutions that are simple to use, proven and immediate.

The world's top brands use ViewPoint feedback solutions



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Why you need to invest in real-time feedback

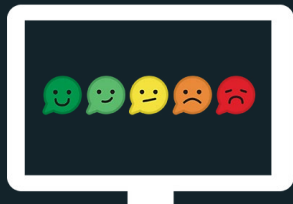
Every feedback package from ViewPoint includes your choice of 4G/WiFi enabled feedback device; your customised, branded survey; 24/7 access to real-time dashboard; live-alert option; and unlimited survey changes.



Our Service Package

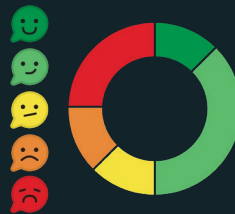
All customised to your business' wants and needs.

Capture



- Choice of device for every situation
- Complete flexibility
- Tailored to your needs
- Unlimited survey changes

Analyse



- Real-time dashboard with 24/7 access
- Trend analysis
- Deep-dive analytics
- Live alerts

Improve



- Gain actionable insights
- Make improvements and measure their impact
- Share results quickly

Every feedback package from ViewPoint includes your choice of 4G/WiFi enabled feedback device, your customised, branded survey, 24/7 access to real-time dashboard, live-alert option and unlimited survey changes.



Actionable Performance Reporting

Improve your customer experience, drive service improvement and improve your bottom line.



Easy to use tools

Gain instant insights
Visualize trends
Deep-dive analytics
Share reports



Real-time Alerts

Instant notifications for
immediate action.



Validation System

Valid8's industry leading
response validation
system.

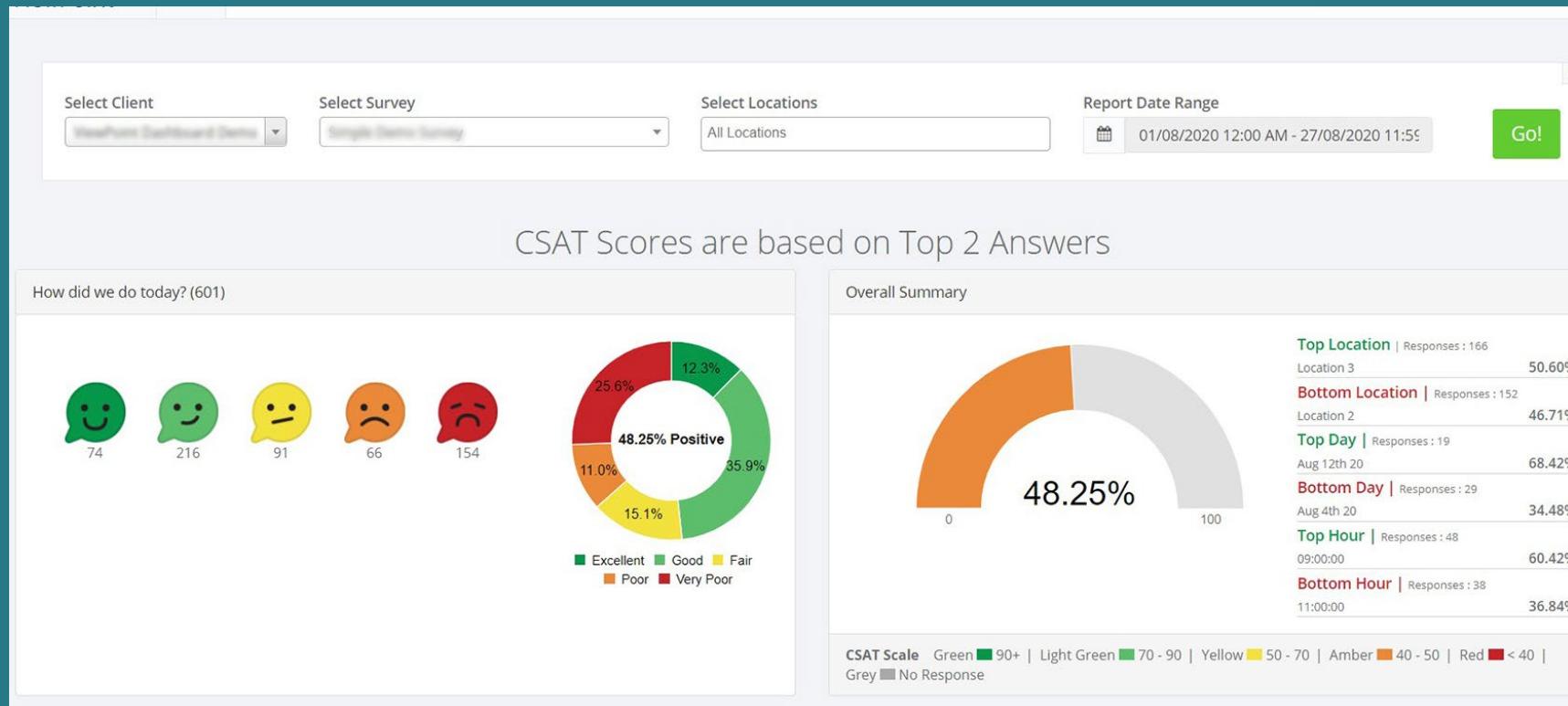
What can this feedback do for your business?

Gain actionable insights, make changes and instantly see their impact. ViewPoint survey responses are reported immediately and real-time alerts let you know exactly what's going on. You'll be able to stop guessing and actually see what makes a difference.



Easy to use reporting tools

Keep your finger on the pulse with real-time reporting.



How our reporting tools can help you

Actionable insights from customisable dashboards enable you to track satisfaction levels over time and by the minute. Powerful analytics enable you to drill down into the data. You can see changes in real-time, find out why changes have occurred and react immediately. And you can then instantly measure the impact of the changes you made.



Types of feedback

We provide feedback solutions to meet every requirement.

Employee

- Happiness rating
- Well being monitoring
- Engagement levels
- Change management
- Employee concerns
- Culture alignment

Customer

- CSAT scores
- Operational feedback
- Facilities monitoring
- Operational alerts
- Benchmarking
- Loyalty scores

Patient

- Patient care ratings
- Friends & Family Test
- Patient satisfaction
- Visitor feedback

Student

- Student well being
- Facilities feedback
- Benchmark services
- Student engagement
- Support services effectiveness

Visitor/Delegate

- Event satisfaction
- Operational alerts
- Facilities monitoring
- Conference strengths
- Session feedback

Passenger

- Measure satisfaction
- Track performance
- Improve operations
- Cover all functions –ticket sales, security, restrooms, etc.



New touchless technology

Our new technology allows you to collect feedback without people touching the device.



- Safe and hygienic
- Simple and faff free
- No need for other devices or apps to leave feedback
- Universal appeal generates great response rates
- Flexible functionality to choose your survey's look, feel and style

**Now you can leave feedback
without touching a thing.**



Feedback Devices

We provide the right solutions for your business.



ViewPoint Wave



ViewPoint Pulse



ViewPoint Element



ViewPoint Trend



Single question survey



Multi-question survey



Touchscreen



Touchless technology

Key



ViewPoint Wave



- Battery operated, single question feedback
- Live alert option
- Touchless gesture recognition technology
- Dashboard time-stamped response integration

ViewPoint Pulse



- Mains or battery operated, single or multi question feedback
- Free-standing, counter and wall mount options
- Option to upgrade to touchless gesture recognition technology
- Dashboard time-stamped response integration



ViewPoint Element



- Solid and robust with weather resistant option
- Mains powered kiosk, single or multi question feedback
- Dashboard time-stamped response integration

ViewPoint Trend



- Large screen makes it easier to leave longer free text comments
- Mains powered kiosk, single or multi question feedback
- Dashboard time-stamped response integration
- High visual impact, ideal for concourses, conference halls & other high footfall areas



At a glance

ViewPoint device feature list

	Wave	Pulse	Element	Trend
Single Question	Y	Y	Y	Y
Multi Question	N	Y	Y	Y
Touchless Technology	Y	U	N	N
Battery Operated	Y	U	N	N
Mains Operated	N	Y	Y	Y
4G Compatible	Y	Y	Y	Y
WiFi Compatible	N	Y	Y	Y
Dashboard	Y	Y	Y	Y
Quick View	Y	Y	Y	Y
Device Branding	U	Y	Y	Y
On Screen Branding	N	Y	Y	Y
Back Boards	Y	U	N	N
Live Alerts	Y	Y	Y	Y
Unlimited Responses	Y	Y	Y	Y
Unlimited Survey Changes	Y	Y	Y	Y
Animated Surveys	N	Y	Y	Y
Routed Questions	N	Y	Y	Y
Free Text Comments	N	Y	Y	Y
Weather Resistant	N	N	U	N

Y - Standard feature N - Not available U - Upgradeable feature



Client stories

We don't do 'in theory' we deliver real results to companies like yours. Take a look for yourself below.

Aldi Supermarkets

Customer Feedback Solution

Aldi planned to introduce self-serve checkouts in their stores. They trialled them in a number of stores and used ViewPoint Pulse devices to capture shopper feedback. The insights obtained helped shape the nationwide rollout of self-serve tills.

Will Robson, ALDI Store Operations Area Manager

commented, "ViewPoint enhanced our ability to receive customer feedback in the Self-Checkout Trial. They listened to our requests and delivered time and time again. The customer service is 10 out of 10 and we love the simplicity of the whole solution. We have quite a few software partners but ViewPoint are by far the easiest to deal with"

University of Warwick

Student Feedback Solution

The University of Warwick installed ViewPoint Pulse feedback kiosks in cafes, bars, restaurants and leisure facilities across the campus providing a 24/7, continuous flow of intelligence. Warwick's Head of Service Delivery said, "Accurate and swift feedback capture gave us a wealth of insight that enabled us to drive ongoing improvements. Given the proven

links between student satisfaction, recruitment and financial performance, the ability to identify and resolve sources of student dissatisfaction when they occur is a service differentiator. ViewPoint's feedback solutions have been invaluable enabling us to improve our 'in-the-moment' Net Promoter score by 15 points."





Find out more by contacting one of our team.

UK +44 333 3355 640 | Middle East +97 150 55 31 365 | Rest of World +44 24 7660 8830

Or enter your details [here](#) for a call back.

