CHATMETER

Surveys
## Customer Connections — Accelerated.

DID YOU KNOW?

91% of consumers believe companies should fuel innovation by listening to their buyers and customers.

Chatmeter is dedicated to transforming the art and science behind the customer experience. We know how important customer feedback is to the success of every business, and that's why we redesigned our survey tool. Now you can create, distribute, and collect survey data seamlessly from a single platform.

Surveys is fast, straightforward, and easy to use.
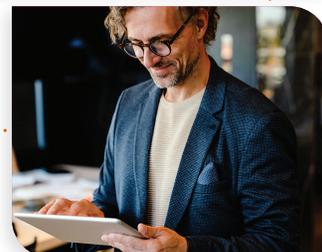
Close the brand intelligence loop by taking your surveys to the next level

Tito's Tacos Customer Survey
We want to know what you think!

Page 1
Description

1. Name
   Name

2. Email
   Email

3. question3 *
   Select location...

4. What did you order today at Tito's?

Menu items:
Name, Email, Location Selector, NPS, Radio Button Group, Rating Scale, Checkboxes, Dropdown, Multi-Select Dropdown, Yes/No (Boolean), Image Picker, Ranking, Single-Line Input, Long Text, Multiple Textboxes, Panel, Dynamic Panel, Single-Select Matrix, Multi-Select Matrix, Dynamic Matrix, HTML, Expression (read-only)

Using easy drag-and-drop functionality, select questions from a menu of 20+ formats to create the perfect survey.

Upload your logo or a photo to the design for instant brand recognition or some local color.

**Create "name," email," and "location" fields, and that response data is automatically added to the platform.**

Add as many questions and pages as you like. Two-to-3 questions per page is a good rule of thumb to ensure a great experience for your audience.

Add long-form fields for responses to open-ended questions to gather deeper, more specific feedback

● **Create survey structure and navigation with ease.**
Develop branching survey question paths and set
"if/then" rules to govern question flows.
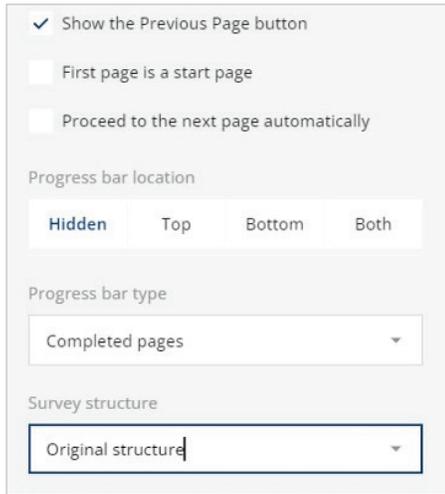
● Creating branching flows for your survey questions means
you get deeper insights from customers.

● **See how your survey appears on a range of devices.**
Select from a range of devices to ensure your content
renders perfectly, no matter how your customers
choose to engage.
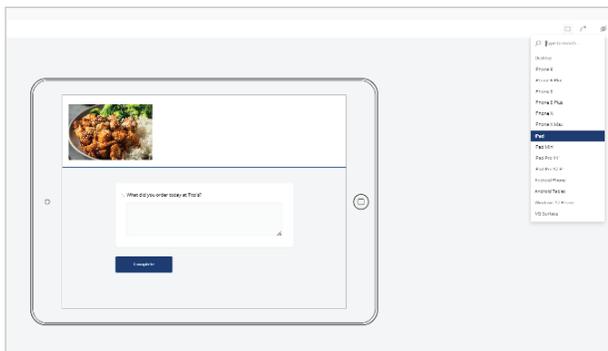
● Make sure your audience has a positive experience however
they want to connect.

● **Our survey distribution options have you covered.**
The Chatmeter platform supports, SMS, email, and
direct links — everything you need to deliver your survey
to customers.

● **Don't forget to thank your survey participants!**
Create a customized "thank you" message and
encourage survey participants to post positive reviews
to selected directories from the Provider Links menu.
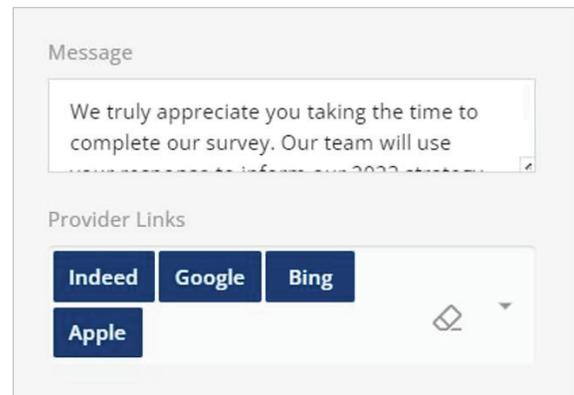
● Build stronger connections with your brand champions
by acknowledging them when they go the extra mile.

Make data-driven decisions with confidence.
Gain a 360° view of your customers' wants, needs,
and expectations through targeted survey questions.
Well-crafted surveys are ideal for gaining highly specific in-
sights to what matters most to your customers about
your products, services, and brand.

Want a deeper dive?

Watch a demo of Surveys in action ▶

Want to see how your brand stacks up against the competition? Get a brand audit from an actual human ▶

Visit chatmeter.com ▶

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