limetropy

Bringing the customer's voice into your business

Enhancing Your Customer Success With Limetropy

Responding and adapting your organisation to customer feedback is critical, but can be costly. Limetropy provides you the insight you need at an affordable price and improves the customers experience at the same time.

We integrate with your customer relationship solution to collect customer feedback to understand how you perform across various interactions and how that affects your business priorities and success.

Who We Are

Limetropy is an IBM Watson engine fuelled analytics platform designed to capture customer feedback and convert it into intelligence you can act upon. Limetropy is created by customer experience specialists to provide a high quality low cost Voice of the Customer.
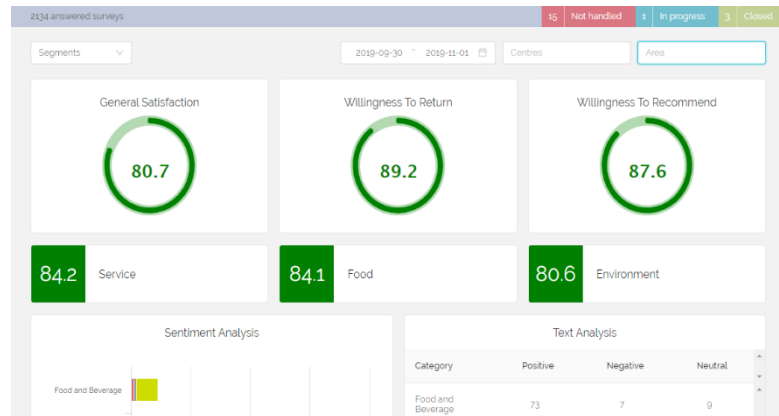
Collect, analyse, report, take action
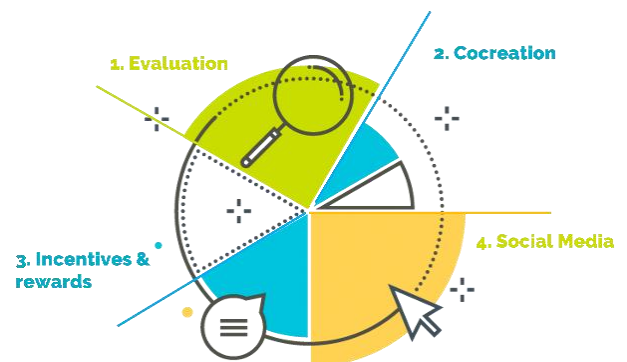
1. **Evaluation** – analyse all customer feedback scores and verbatim to provide a board level quality performance dashboard
2. **Co-creation** – engage customers to provide feedback on what to improve and how
3. **Incentives** – option to reward customer for participating (can be linked to your existing loyalty programmes)
4. **Social Media** – collate unstructured social media customer noise and organise alongside collated feedback
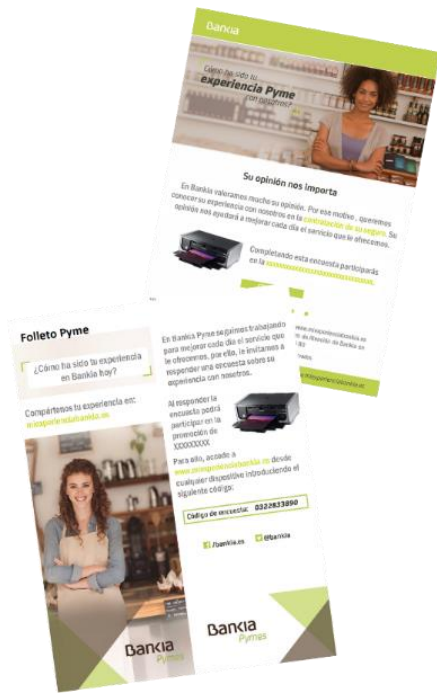
CX Performance Dashboard

We present all information to you in real-time on desktop and smartphone (IOS & Android), enabling you to make immediate changes and resolution decisions to restore customer confidence.

- ✓ Customer Satisfaction Performance
- ✓ Net Promoter Performance
- ✓ View by customer segment
- ✓ View by region
- ✓ View by branch location
- ✓ View by agent
- ✓ Social media captured and analysed
- ✓ Action plan performance
- ✓ Real time customer case management
- ✓ Limetropy is available in over 30 languages
- ✓ GDPR compliant.

How Does It Work?

Customers are invited to provide feedback through our highly responsive communications (email, point of sale, website, chat, following contact centre call) relating to your key customer engagements (e.g. trials, bookings, visitors, sales, enquiries, returns etc).

Customers are invited to feedback on the quality of their experience with you and encouraged to provide improvement ideas.

The information is uploaded to a real time dashboard with pre-agreed performance KPI's. All customer issues create 'alerts' which are directed to those who can resolve them.

Providing customer feedback solutions internationally across sectors.

For more information or a demo contact: Christopher.Brooks@limetropy.com T: 07968 316548

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