

Post-service · Post-purchase · Post-delivery

Customer feedback that lands while it still matters.

Automated WhatsApp surveys fire the moment a service, purchase or delivery completes. Customers reply in under two minutes — and a live dashboard benchmarks every dealer, franchise and location in the network.

Triggered, conversational, benchmarked.

A feedback loop that runs itself across every location.

1

Trigger

A completed service, sale or delivery fires a WhatsApp survey automatically via CRM/API integration.

2

Converse

The customer replies in under 2 minutes. Adaptive follow-ups dig into the “why” behind every score.

3

Benchmark

Scores roll up live — every dealer, franchise and region ranked against the network in real time.

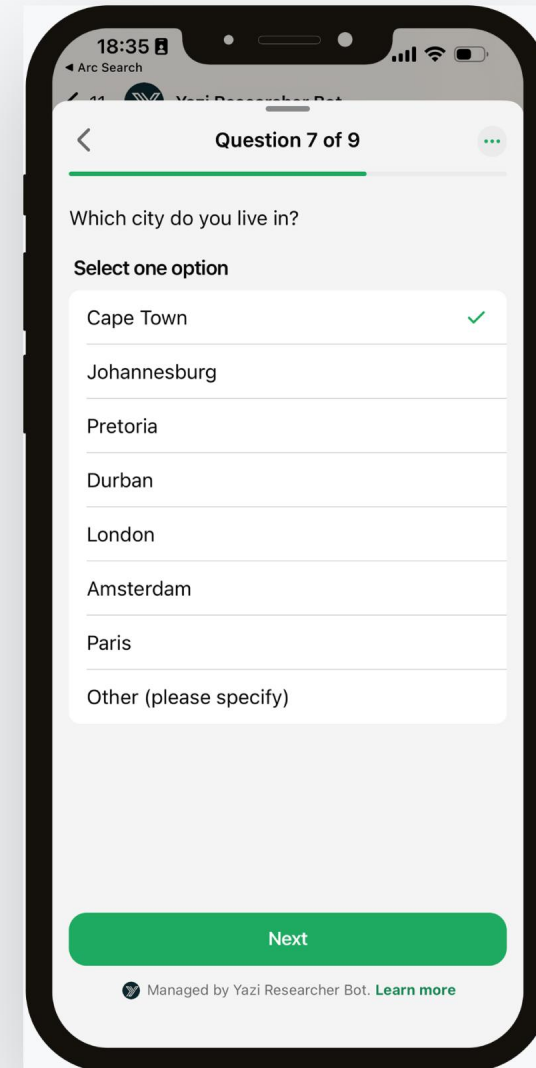
4

Act

Alerts flag detractors and outliers instantly, so teams recover the experience before the customer churns.

One live dashboard. Every location ranked.

- Real-time experience scores for every dealer, franchise or branch
- Regional roll-ups and network benchmarks at a glance
- Detractor alerts and flagged cases for immediate recovery
- Themes and verbatims auto-surfaced from every conversation



The survey customers don't ignore.

Phone-based CSI annoys customers and email gets ignored. A two-minute WhatsApp conversation feels like being looked after — so they actually answer.

68%+

Response rate — vs ~3–5% on email and falling phone reach

<2 min

To complete — replied to in the customer's own time

Live

Network-wide benchmarking, not a report weeks later