



Vovici's Voice of the Customer Success Package

Empowers professionals to improve the customer experience and increase loyalty

Vovici's Voice of the Customer (VOC) Success Package achieves dramatic increases in customer responses and engagement by increasing the reliability and validity of your customer data. Vovici's solutions enable you to embed the VOC into your company strategies across all lines of business to:



Keep a pulse on customer sentiment

Reveal deep understanding of customer priorities to measure and achieve customer loyalty goals



Unlock the customer perception

Measure and monitor the effectiveness of marketing efforts, support programs, product enhancements and other initiatives



Drive customer loyalty and satisfaction

Resolve issues with real-time feedback to improve the customer experience



Fuel product and service innovation

Engage customers by offering them a voice to shape innovation in products and services

With Vovici's Voice of the Customer Success Package, you can:

- Use automated alerts and triggers that notify you when customer feedback demands immediate attention
- Identify the key challenges and trends in growing customer expectations
- Segment and sample customer groups to deliver customized surveys to increase response rates
- Create and share graphical reports online to uncover insights into your customer base

Why Vovici?

- Industry's most secure hosted application provides the ultimate in data protection
- More than 15 years of industry experience
- Utilized by 60% of the Fortune 500
- Over 2,000 customers in over 47 countries
- More than 150 million completed surveys in over 150 languages

What you get:

Vovici's Voice of the Customer Success Package includes:

- 12 month access to our hosted, enterprise-class online survey platform
- Professionally created, customized survey for your customer feedback needs
- Web-based training

Additional add-on options:

- Community Portal to build and manage personalized respondent portals to increase response rates