

Case Study

# Digital Transformation





# Case Study: Advanced CX Platform

## Gemini created end-to-end web and mobile applications for the client

Survey2Connect combines quantifiable data with other structured metrics, as well as with unstructured data. Find out exactly what Promoters like about and what detractors are complaining about

<b>Channels</b>	Branches / Regions	Sales / RMs	Providers Network	Call Centre Customer Care	Website Online	Social Media	Events Sponsored Programs	Mobile Application
<b>Methodology</b>	SMS, CATI, Tablet	SMS, Email, CATI	SMS, Tablet	IVR / SMS	Popups, emails	Popups, SMS	Tablets, SMS	Tablets, SMS

Real time / Offline feedback from multi channels, touch points, geographies, alerts, analysis and custom reports.

Role specific dashboards

Promoter Amplification



Function / Department Specific

Detractor recovery – real time ticket generation for dissatisfied customers

500,000+ Responses collected	200+ Analysis Reports generated	SDKs and APIs for seamless integration with third party data sources
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“We Just Do Common Things Uncommonly Well”



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