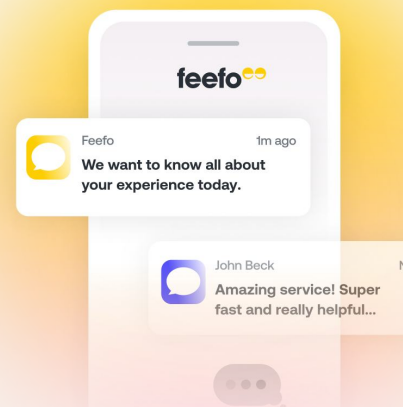feefo

Feedback Request Manager

Reach out to your customers at any stage of their journey with personalised feedback requests designed to maximise response rates

SCAN ME

Or click here to view our knowledge base article

feefo

Feefo · 1m ago
We want to know all about your experience today.

John Beck
Amazing service! Super fast and really helpful...

Increase response rates by personalising feedback requests for different customer types and touchpoints

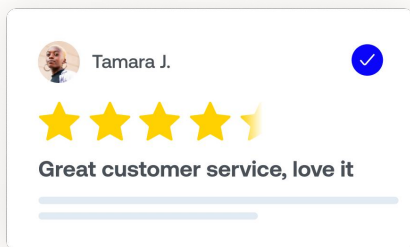Capture the feedback that matters to you with unlimited campaigns

Understand every stage of your customer journey

Take control of how and when you send your feedback requests

How does it work?

Customise feedback requests for every type of customer

Every customer and experience is different, so why would you talk to everyone in the same way? Feedback request manager helps you set up individual campaigns for different types of customers, allowing you to increase engagement and response rates.

Sales increase

MAR   APR   MAY   JUN   JUL   AUG   SEP   OCT

Tamara J.
★★★★⯪
Great customer service, love it

Create private feedback campaigns

Gain valuable business insight and discover key issues affecting your business using private campaigns that run separately from your public Feefo profile. This allows you to listen and learn from your customers, safe in the knowledge that the feedback you receive is for your eyes only.
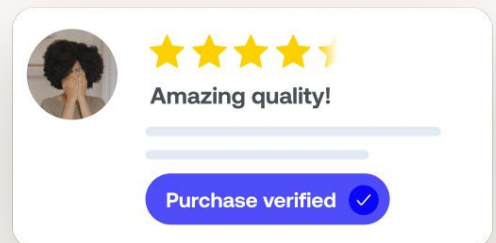
Collect feedback at every touchpoint

Feedback request manager lets you create multiple feedback campaigns and collect reviews at any touchpoint in the customer journey to get a complete snapshot of the entire customer experience.

★★★★⯪
Amazing quality!

Purchase verified ✓

Don't just take our word for it...

The Training Room used Feedback request manager to improve its response rate, by split-testing various aspects of its feedback requests, including time of send, subject line and header and feedback form copy.

"Our partnership with Feefo has offered us much greater insight into our business through the real opinions of our students. This has further enabled us to put our students at the heart of everything we do."
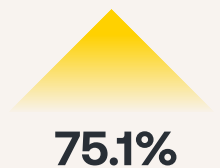
Glyn Hurll
Head of Marketing, The Training Room
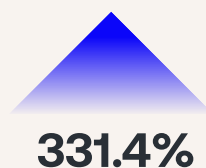
331.4%
Increase in feedback response rates

4.7/5
Feefo rating and coveting Gold Trusted Service Award

75.1%
Feedback open rates increased to 75.1%

To find out more, contact a consultant

Book a demo

Call: +1 857-217-4130
Email: letschat@feefo.com

feefo