



Customer Satisfaction Survey

Customer Survey – Process Automation for NetSuite



Aminian's Customer Satisfaction Survey greatly reduces the man-hours associated with soliciting, compiling, and tracking customer feedback by providing an automated customer survey module within NetSuite. With our automated customer survey bundle, you will no longer have to manually invite customers to participate in your surveys or manually transfer captured data into corresponding customer records.

Extend NetSuite to empower your Sales and Support team and enjoy the following benefits:

Customizable Survey Forms

Allow your survey participants to provide feedback within a variety of field types. Supported field types include, drop-down menus, radio buttons, check-boxes, and free-form text.

Personalized Survey Invitations & Links for Customers

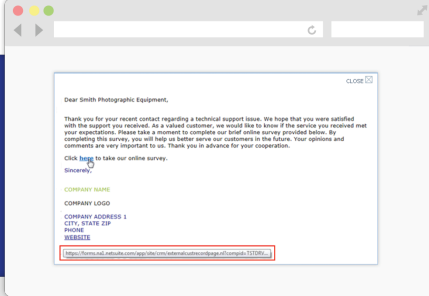
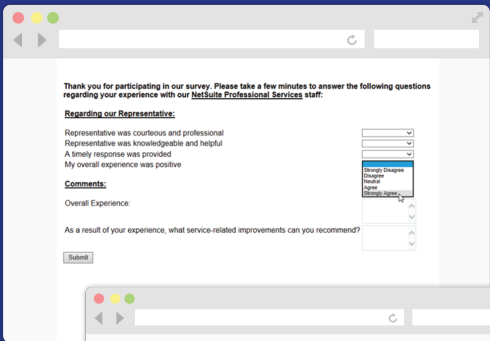
Aminian's Customer Survey for NetSuite creates a standardized link to a survey that pre-populates all relevant customer, contact, and support case information.

Schedule Automated Survey Invitations

Invitations to participate in customer surveys can be automatically sent to customers based on a user-defined, system-wide schedule, allowing you to determine the frequency at which your customers are asked for feedback.

Track Data from Submitted Customer Surveys

Customer data from submitted surveys is saved in the customer record, contact record, and support case record within your NetSuite account. Sales and Support managers can view real-time survey data reports, follow-up with customers, and measure their customer support effectiveness.



Case ID	Company Name	Contact	Professional	Helpful	Timely	Positive Experience	Comments
1000000001	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000002	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000003	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000004	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000005	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000006	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000007	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000008	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000009	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No
1000000010	Smith Photographic Equipment	John Smith	Strongly Disagree	Disagree	Neutral	Agree	No

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About Aminian Business Services

Aminian Business Services is one of the nation's first NetSuite Solution Provider Partners and has proudly represented NetSuite's cloud-based software solutions since 2001. Our seasoned staff includes NetSuite Certified ERP Consultants and Developers who will assist you in finding and implementing a NetSuite solution designed to your exact requirements.