

# CUSTOMER SATISFACTION SURVEY

Customer Survey –  
Process Automation for NetSuite



Reduce the man-hours associated with soliciting, compiling, and tracking customer feedback by providing an automated customer survey module within NetSuite. 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.

