

NPS scores and feedback are essential data in the customer relationship and should therefore be accessible and visible in your SuperOffice solution.

Simplifying
business.

AMESTO APPS

NPS for SuperOffice.

Get full focus on your customer satisfaction with SuperOffice and NPS.Today.

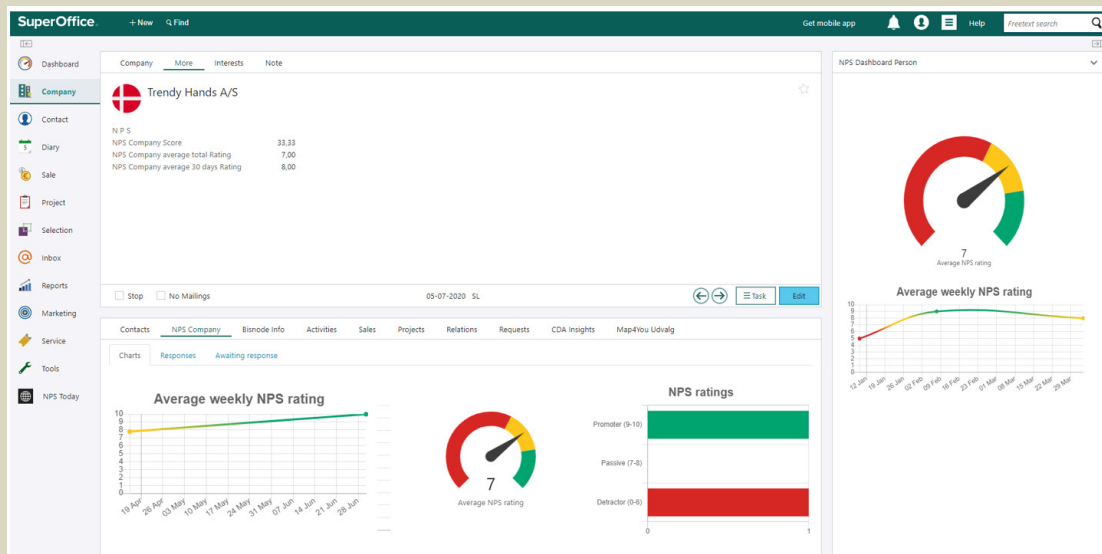
NPS for SuperOffice is based on one of the leading loyalty tools within operational NPS: NPS.Today.

NPS for SuperOffice gives you a quick overview of the current customer relationship (rNPS) or a given delivery (tNPS), enabling you to take proactive and targeted action in your contact with the customer.

With alarms, notifications and tasks directly in SuperOffice, you can ensure timely follow-up based on your customers feedback.

With NPS for SuperOffice you can send your NPS questionnaires to individuals or to a selection of people, directly from SuperOffice.

- Simple and effective measurement of the customer experience
- Ensure that what you deliver meets your own quality requirements
- Alarms and follow-up on negative feedback
- Full overview via dashboards in SuperOffice



FUNCTIONS AND ADVANTAGES

NPS for SuperOffice



Operational NPS

For many, a loyalty solution is still just an annual customer survey. Often with a lot of specific questions and at worst with NPS just as a supplement.

How likely are you to recommend Amesto Solutions to a friend or colleague?

0	1	2	3	4	5	6	7	8	9	10
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Not likely at all Very likely

Customer surveys and a genuine operational loyalty program cannot be combined and should be run completely separately.

Your operational loyalty program should be powered by a customer experience radar that measures across the customer experience and should, of course, always be on.

In this way, the loyalty program becomes agile and relevant - all the time and not just by individual or annual measurements.

This is what you get with NPS for SuperOffice

Many companies invest both time and money in building and maintaining an integration between their customer relation systems and their loyalty solution.

With our app "NPS for SuperOffice", you get a complete solution with full integration to NPS.Today as well as NPS graphics and NPS data directly in your on-site or on-line SuperOffice CRM.

Features

- Full integration to NPS.Today
- Automated send-outs
- All NPS data directly in SuperOffice
- NPS response on the SuperOffice activity tab
- NPS graphics for quick overview
- Rule-based notification and follow-up
- Dashboards with NPS data

NPS.Today

NPS.Today is a software solution for companies that want to work with and improve their customer experience & loyalty.

NPS.Today can be integrated directly into your SuperOffice, but can also be used as a stand-alone solution.

All NPS.Today subscription packages include a dedicated NPS Coach. Your NPS Coach will help you get started and expand your NPS program across relevant touchpoints throughout the customer journey.



Amesto Solutions - Simplifying Business

Amesto Solutions is the largest Visma and SuperOffice partner in the Nordic. We have delivered more than 2,500 logistics solutions based on Visma Business over the last 30 years. In addition, we have implemented CRM with over 1,000 customers throughout the Nordic region. Our great strength lies in the integration of the various systems.

At Amesto Solutions you will meet experienced business consultants with specific knowledge on how to optimize the processes and create maximum value for your company.