Customer satisfaction survey tool requirements

* Measure NPS at every touchpoint with multiple channels – SMS, email, website, Android tablets, and smartphones.
* Integrate the tool with software Core Systems and Apps.
* Multilingual support enabling multiple languages for surveys.
* Feature allowing creation of customizable survey templates
* Gallery of pre-built survey templates
* Feature allowing creation of analytic charts, graphs, and data reports
* Gallery of pre-built reports
* Customizable dashboard allowing in depth analytics for each campaign
* The view of survey results by product version, account, or any other user characteristics
* Real-time, automated notifications for different types of customers, (unsatisfied, at-risk customers, and detractors)
* Ability to send out multiple surveys on one or different type of customers at the same time
* No limit on number and type of surveys sent and responses collected
* Possibility to use specific branding while conducting a survey
* Possibility to schedule sending of surveys
* Possibility of resending surveys multiple times
* Possibility to filter customers by number of surveys already sent
* Possibility to send automate surveys before/after a specific action