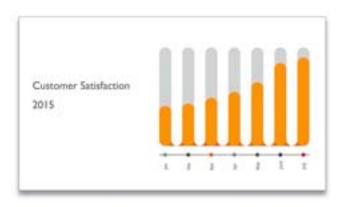# KINETIC SURVEY

Process-driven survey management continually improves customer satisfaction

Kinetic Survey brings customer feedback directly into your service management process, using any leading ITSM, ERP, HR or other platform.

- Gather and analyze customer experiences to monitor and improve service delivery management
- Deliver the right survey to the right person at the right time using rules-based automation
- Customize questions, user experience and workflow

- Trigger immediate follow-up action on low-satisfaction responses
- Get higher response rates than traditional surveys by using contextual rules
- Improve business services through automated service management feedback

- Maintain complete control over the number and frequency of surveys sent to individuals
- Embed surveys in emails for higher response rates
- Build and configure surveys with no special development skills required

KINETIC DATA