



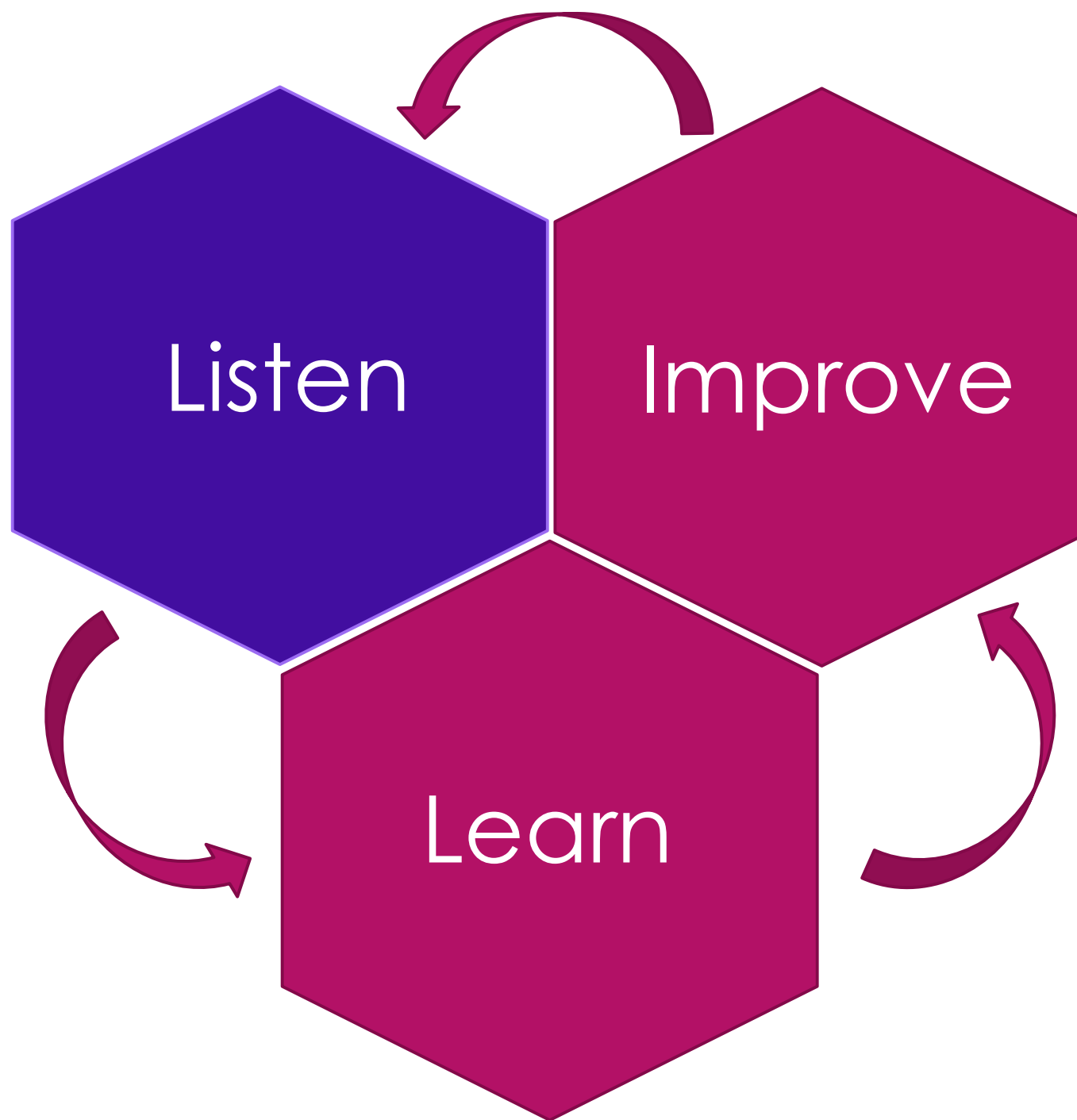
Happy Customers, Healthy business

Customer relations in a business

- ▶ A Satisfied customer is your best marketing partner.
- ▶ Customers like to be heard their opinions.
- ▶ Businesses need feedback for growth.
- ▶ If customers are not heard, they are likely to spread negative reputation.
- ▶ Showing your customers you care improves loyalty, retention and new customer acquisitions.

Why customer feedback is important?

- ▶ It helps you measure customer satisfaction.
- ▶ It helps you identify your strengths and shortcomings.
- ▶ It gives actionable insight to create a better customer experience and customer retention.
- ▶ It helps business take strategic decisions.
- ▶ It helps you validate if customers like a change.





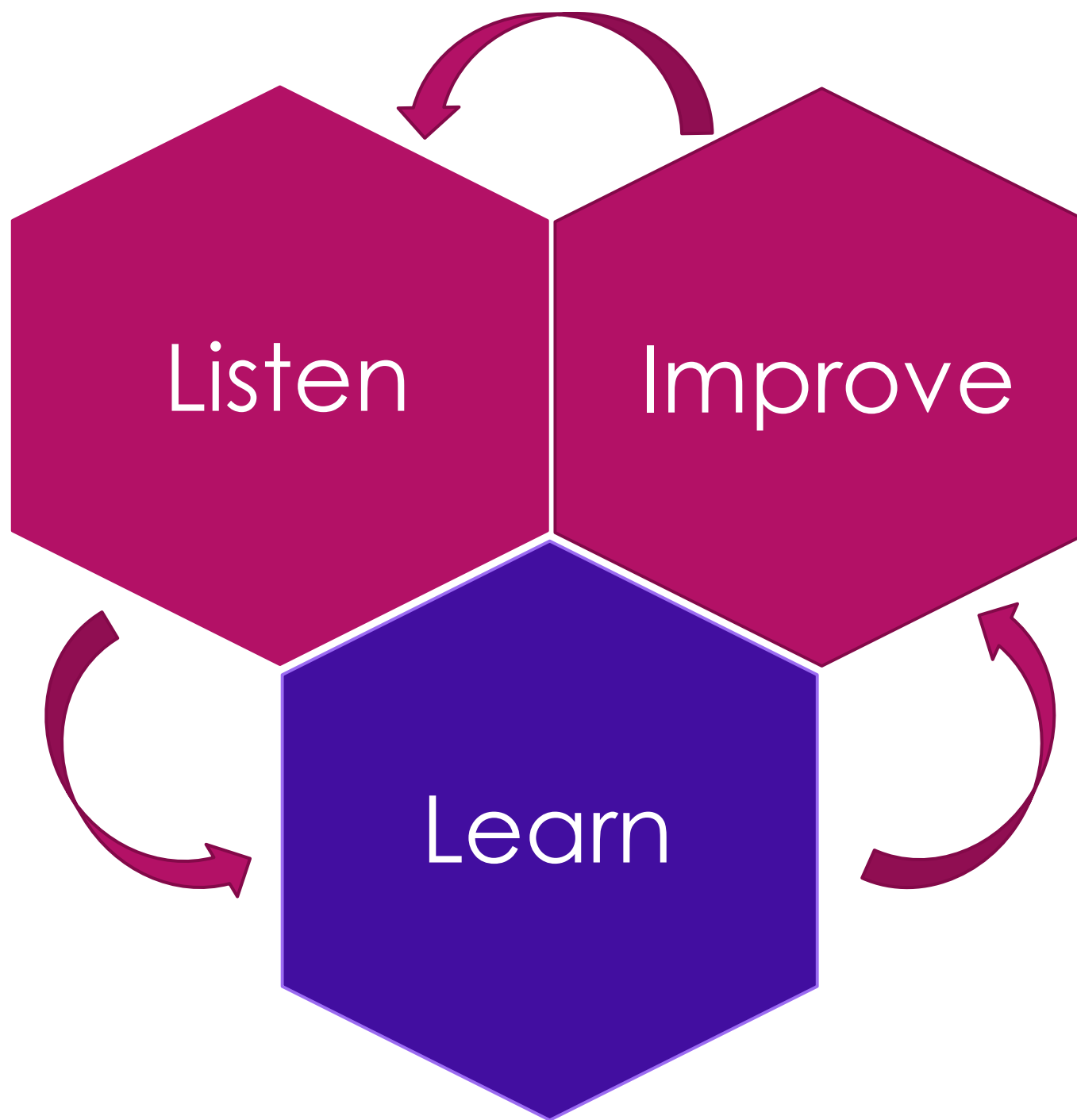
Jolyoud
Kiosk

How it works?

- ▶ Question is displayed on the screen.
- ▶ Awesome, Happy, Good, Bad smiley buttons.
- ▶ Customer presses a button expressing their choice.
- ▶ Thank you message on the screen.
- ▶ Choice stored and relayed to our cloud server.

Features

- ▶ Elegantly designed all metal kiosk.
- ▶ Simple smiley based interface.
- ▶ 10.1 inch screen.
- ▶ Wifi / GRPS option.
- ▶ 9 hours battery life option.
- ▶ Audio alert option.
- ▶ Color options





JolyQud Dashboard

Features

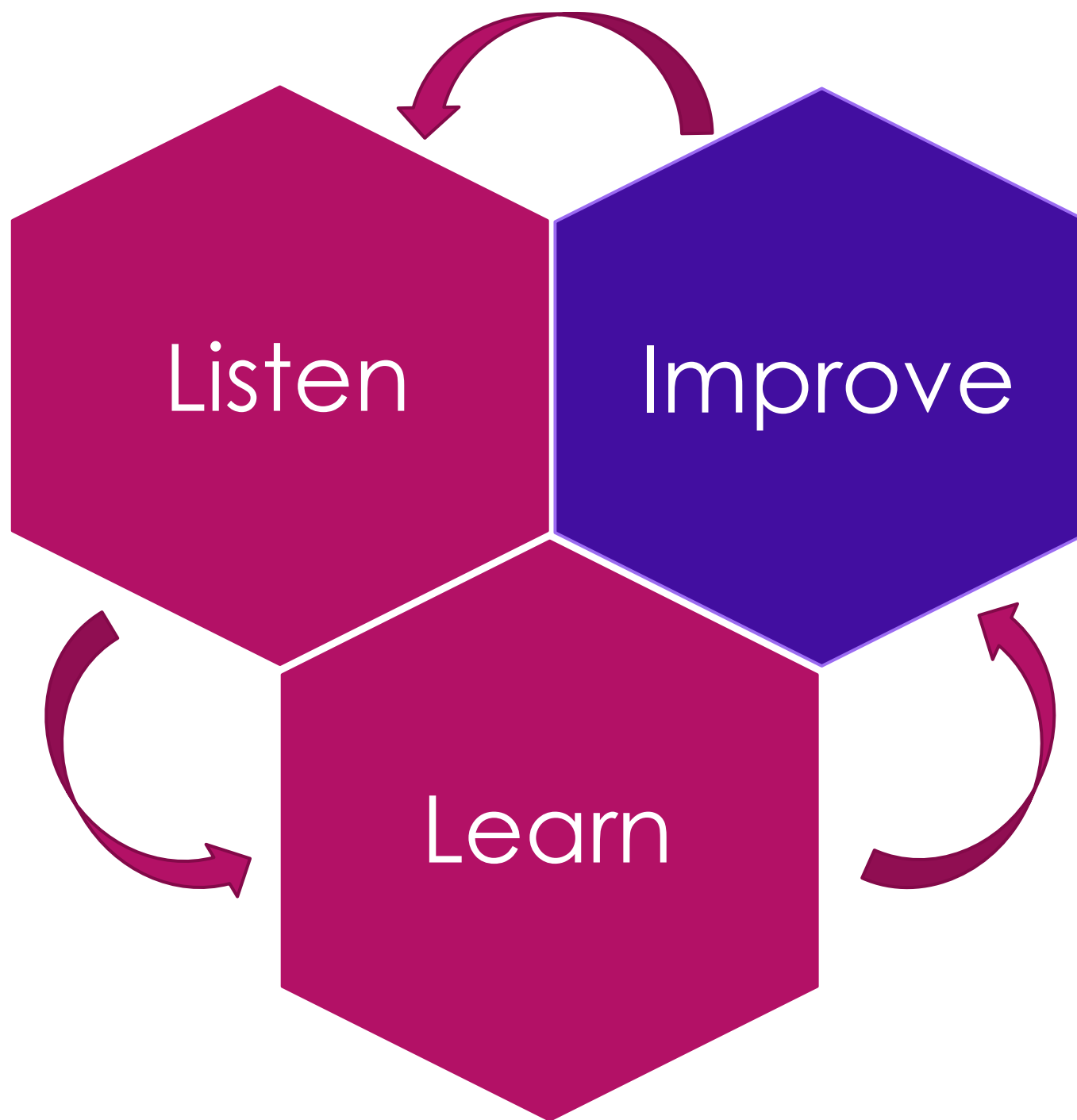
- ▶ Add questions to dashboard and sync it to the kiosk.
- ▶ Support for multiple kiosks across locations.
- ▶ View summary of customer satisfaction.
 - ▶ Feedback count, Happy Customer %, Unhappy Customer %, Avg Rating
 - ▶ Graphs of emotions (Awesome, Happy, Okay, Bad)
 - ▶ Activity graph of the kiosks.

Features

- ▶ Deep analytics
 - ▶ Graphs for a particular question in a particular time period for a kiosk.
 - ▶ Emotions over a period of time comparison.
 - ▶ Proportion of emotions.
- ▶ Support form for all your concerns.
- ▶ Continuous features addition.

Upcoming features

- ▶ Random questions on the screen from your collections.
- ▶ Schedule questions on hourly, daily, weekly basis.
- ▶ Create evaluation course tool.
- ▶ Negative feedback notifications over email/SMS.
- ▶ Audible greetings to the customer.
- ▶ Audible notifications to the manager.
- ▶ Many more





Jolyud Reports

Features

- ▶ Consolidated feedback data on Weekly basis over email.
- ▶ Graphs to indicate improvement over a period of time.
- ▶ Ready to print average customer satisfaction smileys.
- ▶ Social media share of your customer satisfaction performance.

Benefits

- ▶ Customer satisfaction, loyalty, retention and new customer acquisition.
- ▶ Understand the reality of your strengths and weaknesses.
- ▶ Helps you take strategic decisions to improve your weaknesses.
- ▶ Manage your customer satisfaction at the comfort of your couch.
- ▶ Improve your brand awareness.
- ▶ Leverage technology to grow your business. Be the early adopter.

Investment



RS 390 / month
RS 13 / day



RS 14,900
RS 13 / day



Any Questions?



Thank you :)

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