


Instant Feedback Card Capturing (Manual/ Tablet) -

Steps and Processes to be followed

Capturing Instant Feedback..

- Instant Feedback Card (IFC) – Instant Feedback Card is requested by Dealer from customer at the time of vehicle delivery.
- Instant Feedback Card (IFC) is captured by Dealer front office team through Hard copy or Tablet.
- In case IFC captured through Hard copy, Dealer has to update the rating, manually in the “CS+SR System”
- In case IFC is captured through Tablet, the rating will automatically updated in “CS+SR” System and no manual update is required.

Instant Feedback Card - Format

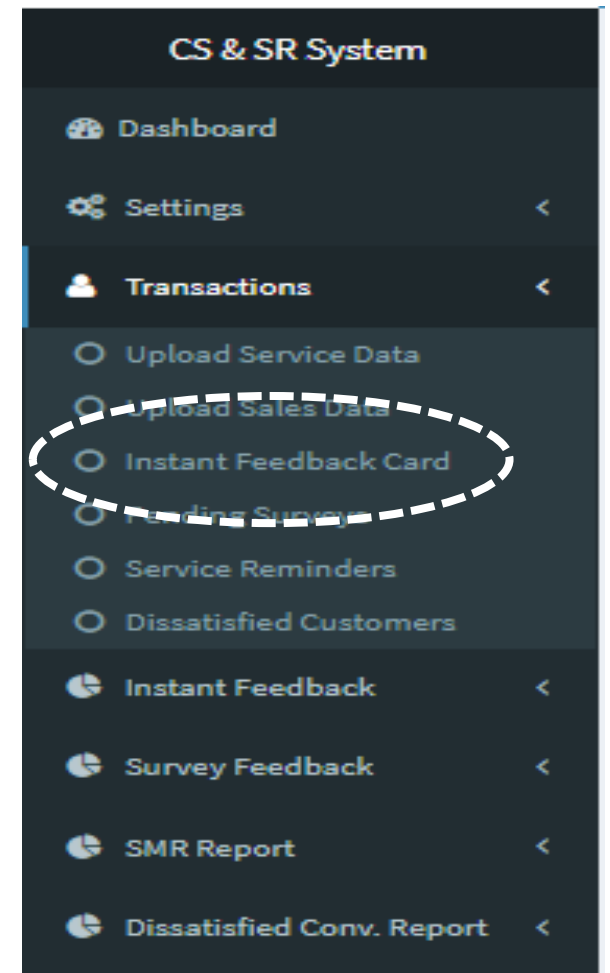
|  Vietnam Suzuki Instant Feedback Card [Phiếu phản hồi nhanh] | | | | | | | | | | | | | |
|--|---|-----------------------------------|------------------------------------|------------------|---------------|----------|----------|------------------|---------------|-------------|---------|-------------|----------------|
| <p>Dear Customer, Thank you for getting your car serviced at our workshop. We would like to know how we performed. Please spare some moments to give us your valuable feedback as it will help us in improving our services.</p> <p>Kính gởi Quý khách hàng, Chân thành cảm ơn Quý khách đã mang xe vào làm dịch vụ tại xưởng chúng tôi. Chúng tôi rất mong muốn biết được chất lượng dịch vụ của chúng tôi. Xin vui lòng dành chút thời gian cung cấp những phản hồi có giá trị của Quý khách để giúp hoàn thiện hơn nữa dịch vụ của chúng tôi.</p> <p>Please rate your service experience for the following parameters on scale of 1-10 as under : [Vui lòng đánh giá trải nghiệm dịch vụ của Quý khách theo thang điểm từ 1-10 như sau]</p> <table border="0"> <tr> <td>Excellent (10)</td> <td>Very Good (9)</td> <td>Good (8)</td> <td>Fair (7)</td> <td>Poor (6 & below)</td> </tr> <tr> <td>Xuất sắc (10)</td> <td>Rất tốt (9)</td> <td>Tốt (8)</td> <td>hội chợ (7)</td> <td>Kém (6 & dưới)</td> </tr> </table> | | | | Excellent (10) | Very Good (9) | Good (8) | Fair (7) | Poor (6 & below) | Xuất sắc (10) | Rất tốt (9) | Tốt (8) | hội chợ (7) | Kém (6 & dưới) |
| Excellent (10) | Very Good (9) | Good (8) | Fair (7) | Poor (6 & below) | | | | | | | | | |
| Xuất sắc (10) | Rất tốt (9) | Tốt (8) | hội chợ (7) | Kém (6 & dưới) | | | | | | | | | |
| Q. No. Số câu hỏi | Question Description Mô tả câu hỏi | Rating Đánh giá | Specific Remarks Ghi chú cụ thể | | | | | | | | | | |
| 1 | Friendliness and courtesy shown to you while receiving your vehicle for service. [Sự lịch thiệp và nhã nhặn được thể hiện trong lúc Quý khách nhận lại xe] | | | | | | | | | | | | |
| 2 | Service Advisor done accurate listening and capturing the demanded repair, requested by you. [Cố vấn dịch vụ có lắng nghe và nắm bắt đầy đủ các yêu cầu dịch vụ của Quý khách không] | | | | | | | | | | | | |
| 3 | Experience while waiting for your car to complete necessary service/ repairs. [Trải nghiệm của bản trong lúc chờ đợi xe của Quý khách hoàn thành] | | | | | | | | | | | | |
| 10 | Any Other Suggestion : [Ý kiến hoặc Đề xuất khác]: | | | | | | | | | | | | |
| Name [Tên khách hàng] :..... | | Date [Ngày]: | | | | | | | | | | | |
| Vehicle Registration No. [Số đăng ký]:..... | | Mobile No. [Số điện thoại]:..... | | | | | | | | | | | |
| E-mail [Địa chỉ email]:..... | | Vehicle Model [Loại xe]:..... | | | | | | | | | | | |
| Vehicle Mileage [Chỉ số km]:..... | | Sale Date [Ngày bán xe]:..... | | | | | | | | | | | |

- Pre-printed stationary.
- At the time of Car Delivery.
- Questions can be translated in Local Language.
- Rating based (1~10) Feedback Questions.

Capturing Instant Feedback..

- After Service data uploaded in System & Instant Feedback Card hard copy captured from customer, Dealer has to update the IFC rating in “CS+SR” System.

Step 1 : Post successful Service data upload, click on “Instant Feedback Card” option in the Menu Bar under “CS & SR System” for updating the customer details and rating on Instant Feedback Card, captured at the time of vehicle delivery.



Capturing Instant Feedback..

Step 2: On clicking “Instant Feedback Card” option, following screen will appear.

CS & SR System

Dashboard

Settings

Transactions

Upload Service Data

Upload Sales Data

Instant Feedback Card

Pending Surveys

Service Reminders

Dissatisfied Customers

Instant Feedback

Survey Feedback

SMR Report

Dissatisfied Conv. Report

Instant Feedback Card

English

Search By VIN or Mobile Number

Please Enter VIN Number

Search

Customer Name*

Customer Name

VIN Number*

VIN Number

Job Card Number*

Job Card Number

Mileage

Mileage

Contact Number*

Contact Number

Registration Number*

Registration Number

Invoice Date*

Invoice Date

Service Advisor

Email Id*

Email Address

Vehicle*

Service Type*

Technician

1. Friendliness and courtesy shown to you while receiving your vehicle

12345678910

2. Service Advisor done accurate listening and capturing the demanded repair, requested by you.

12345678910

3. Experience while waiting your car to complete necessary service/repairs

12345678910

4. Satisfactory explanation of work done in your vehicle as per demanded repairs.

12345678910

5. Satisfactory explanation of charges, based on work demanded by you

12345678910

6. Quality of work done

12345678910

Capturing Instant Feedback..

Step 3: Dealer can update the Instant Feedback Card details in the System through following screen.

Step 4: To search vehicle details enter - VIN /Registration /Mobile Number.

Step 5: Check & update /correct the customer contact details (if required) – Phone Number & E-mail id while updating the IFC details.

The screenshot displays the 'Instant Feedback Card' form within the 'CS & SR System' interface. The left sidebar contains navigation options: Dashboard, Settings, Transactions, Upload Service Data, Upload Sales Data, Instant Feedback Card, Pending Surveys, Service Reminders, Dissatisfied Customers, Instant Feedback, Survey Feedback, SMR Report, and Dissatisfied Conv. Report. The main form area is titled 'Instant Feedback Card' and includes a search bar at the top with the placeholder 'Please Enter VIN Number/Mobile/Registration Number' and a 'Search' button. Below the search bar, the form is divided into several sections for data entry. The 'Customer Name' section includes fields for 'Customer Name', 'VIN Number', 'Job Card Number', and 'Mileage'. The 'Contact Number' section includes fields for 'Contact Number', 'Registration Number', 'Invoice Date', and 'Service Advisor'. The 'Email Id' section includes fields for 'Email Address', 'Vehicle', 'Service Type', and 'Technician'. At the bottom of the form, there are six rating questions, each followed by a row of ten numbered boxes (1-10) for user selection. The questions are: 1. Friendliness and courtesy shown to you while receiving your vehicle, 2. Service Advisor done accurate listening and capturing the demanded repair, requested by you., 3. Experience while waiting your car to complete necessary service/repairs, 4. Satisfactory explanation of work done in your vehicle as per demanded repairs., 5. Satisfactory explanation of charges, based on work demanded by you, and 6. Quality of work done.

CS & SR System

Dashboard
Settings
Transactions
Upload Service Data
Upload Sales Data
Instant Feedback Card
Pending Surveys
Service Reminders
Dissatisfied Customers
Instant Feedback
Survey Feedback
SMR Report
Dissatisfied Conv. Report

Instant Feedback Card

Search By VIN or Mobile Number or Registration Number

Please Enter VIN Number/Mobile/Registration Number

Customer Name*

Customer Name

VIN Number*

VIN Number

Job Card Number*

Job Card Number

Mileage

Mileage

Contact Number*

Contact Number

Registration Number*

Registration Number

Invoice Date*

Invoice Date

Service Advisor

Service Advisor

Email Id*

Email Address

Vehicle*

Vehicle

Service Type*

Service Type

Technician

Technician

1. Friendliness and courtesy shown to you while receiving your vehicle

1 2 3 4 5 6 7 8 9 10

2. Service Advisor done accurate listening and capturing the demanded repair, requested by you.

1 2 3 4 5 6 7 8 9 10

3. Experience while waiting your car to complete necessary service/repairs

1 2 3 4 5 6 7 8 9 10

4. Satisfactory explanation of work done in your vehicle as per demanded repairs.

1 2 3 4 5 6 7 8 9 10

5. Satisfactory explanation of charges, based on work demanded by you

1 2 3 4 5 6 7 8 9 10

6. Quality of work done

1 2 3 4 5 6 7 8 9 10

Capturing Instant Feedback..

Step 9: Based on Search, customer & vehicle details will be appeared.

Step 10: After confirmation of vehicle & customer details, Dealer can start entering the question wise ratings, as per customer response in the Instant Feedback Card.

The screenshot displays a web application interface for capturing instant feedback. On the left, a sidebar contains navigation links: 'Upload Sales Data', 'View Customers', 'Instant Feedback Card', 'Pending Surveys', and 'Analysis Report'. The main content area is divided into three sections: 'Customer Details', 'Vehicle Details', and 'Feedback Questions'. The 'Customer Details' section includes fields for 'Customer Name*' (PRASHANT RAMNIKIL MEHTA), 'VIN Number*' (180504), 'Job Card Number*' (7017675), and 'Mileage' (38945). The 'Vehicle Details' section includes fields for 'Contact Number*' (9824243787), 'Registration Number*' (GJ27AP5771), 'Invoice Date*', 'Email Id*', 'Email Address', 'Vehicle*' (CIAZ), 'Service Type*' (1st Free Service), and 'Technician'. The 'Feedback Questions' section lists 10 questions for rating, such as '1. Friendliness and courtesy shown to you while receiving your vehicle'. A modal window with a green checkmark and the text 'Thanks You have successfully submitted feedback!' is centered over the form. At the bottom right, a 'Save and Next' button is highlighted with a dashed circle.

Step 11: After updating the complete details - click on “Save and Next” button for saving & updating the next feedback card details.

Thank You