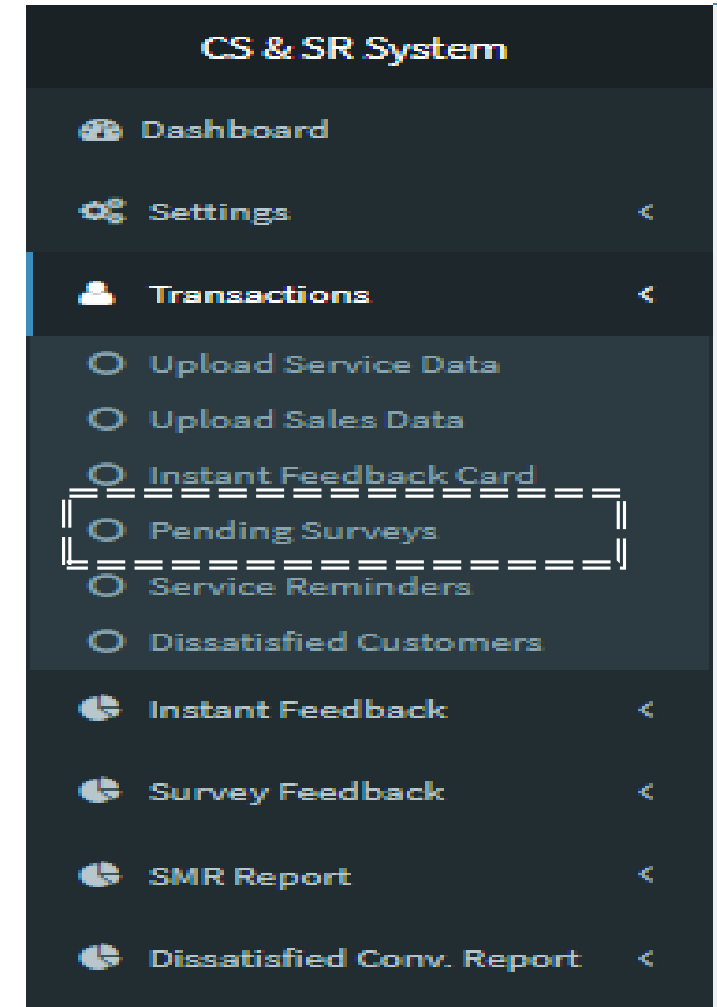


# Pending Survey Capturing

Steps and Processes to be followed

# Pending Survey capturing – Not responded customers

- ❖ Based on Service Data uploaded, System will Automatically sent Survey Feedback to customers on 3<sup>rd</sup> day of Service.
- ❖ If customer not responded on Survey Feedback, then System will sent 3 more reminder mails to customer on (7<sup>th</sup> / 11<sup>th</sup> / 15<sup>th</sup>) day of Service.
- ❖ In case customer still not responded to the Survey Feedback , even after 3 reminder mails.
- ❖ Option has been provided for Dealers to telephonically contact & capture customer feedback on Survey Form.



# Capturing Survey – Not responded customers

Step 1: Click on option “Pending Surveys” in menu bar

Step 2: On clicking “Pending Surveys”, following screen will appear with list of all those customers, who still not shared their Survey feedback :

**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

**Pending Surveys**

Search

S.No.	Customer Name	Mobile#	Email	Reg. No	VIN	Vehicle Model	Survey Sent Date	Sent on Mail	Sent on Mobile	Action
1	LEKSHMI NARAYAN VIJAY KUTTY NAIR	8866784320		TEMP224606	224606	BALENO		No	No	Resend Survey Capture Survey
2	SAHDEVBHAI JIVRAJBHAI DESAI	9998211998		GJ1RN4279	103631	BALENO		No	No	Resend Survey Capture Survey
3	PRASHANT RAMNIKLAL MEHTA	9824243787		GJ27AP5771	180504	CIAZ		No	No	Resend Survey Capture Survey
4	RIKIN HIRENKUMAR SHETH	9898589715		GJ01RV6969	240343	CIAZ		No	No	Resend Survey Capture Survey
5	GHANSHYAMBHAI SHANKERBHAI PATEL	9825272856		GJ07BR5119	100811	S-CROSS		No	No	Resend Survey Capture Survey
6	PRASHANT KIRITKUMAR VAKIL	9510525253		GJ27BE8629	100337	BALENO		No	No	Resend Survey Capture Survey
7	SURENDRAKUMAR JAWALAPRASAD SRIVASTVA	9998163773		GJ27BE3771	254589	BALENO		No	No	Resend Survey Capture Survey
8	ASHISHKUMAR SHANTILAL VADHIA	9898130619		GJ15CG4305	151363	BALENO		No	No	Resend Survey Capture Survey

Step 3: Under Action field, 2 buttons are available – “Resend Survey” & “Capture Survey” for taking customer feedback.

# Capturing Survey – Not responded customers

- ❖ In case customer want, Dealer can resend the survey form through “Resend Survey” button.

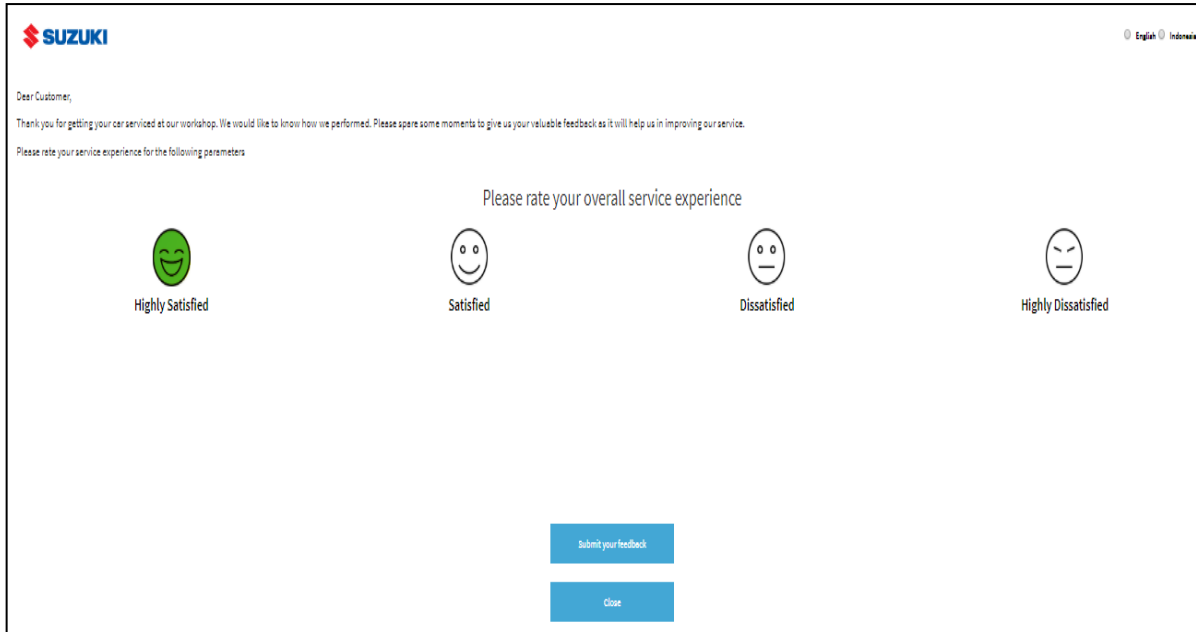
Step 4: On clicking “Resend Survey” button, customer will again receive survey link through email / SMS as per contact details available in the System:

Customer Feedback System										
Pending Surveys										
Search <input type="text" value="Enter search"/>										
S.No.	Customer Name	Mobile#	Email	Reg. No	VIN	Vehicle Model	Survey Sent Date	Sent on Mail	Sent on Mobile	Action
1	LEKSHMI NARAYAN VIJAY KUTTY NAIR	8866784320		TEMP224606	224606	BALENO		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
2	SAHDEVBHAI JIVRAJBHAI DESAI	9998211998		GJ1RN4279	103631	BALENO		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
3	PRASHANT RAMNIKLAL MEHTA	9824243787		GJ27AP5771	180504	CIAZ		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
4	RIKIN HIRENKUMAR SHETH	9898589715		GJ01RV6969	240343	CIAZ		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
5	GHANSHYAMBHAI SHANKERBHAI PATEL	9825272856		GJ07BR5119	100811	S-CROSS		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
6	PRASHANT KIRITKUMAR VAKIL	9510525253		GJ27BE8629	100337	BALENO		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
7	SURENDRAKUMAR JAWALAPRASAD SRIVASTVA	9998163773		GJ27BE3771	254589	BALENO		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
8	ASHISHKUMAR SHANTILAL VADHIA	9898130619		GJ15CG4305	151363	BALENO		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>
9	SANTOSH R JADHAV	9998599945		GJ15CD8860	179137	CIAZ		No	No	<a href="#">Resend Survey</a> <a href="#">Capture Survey</a>

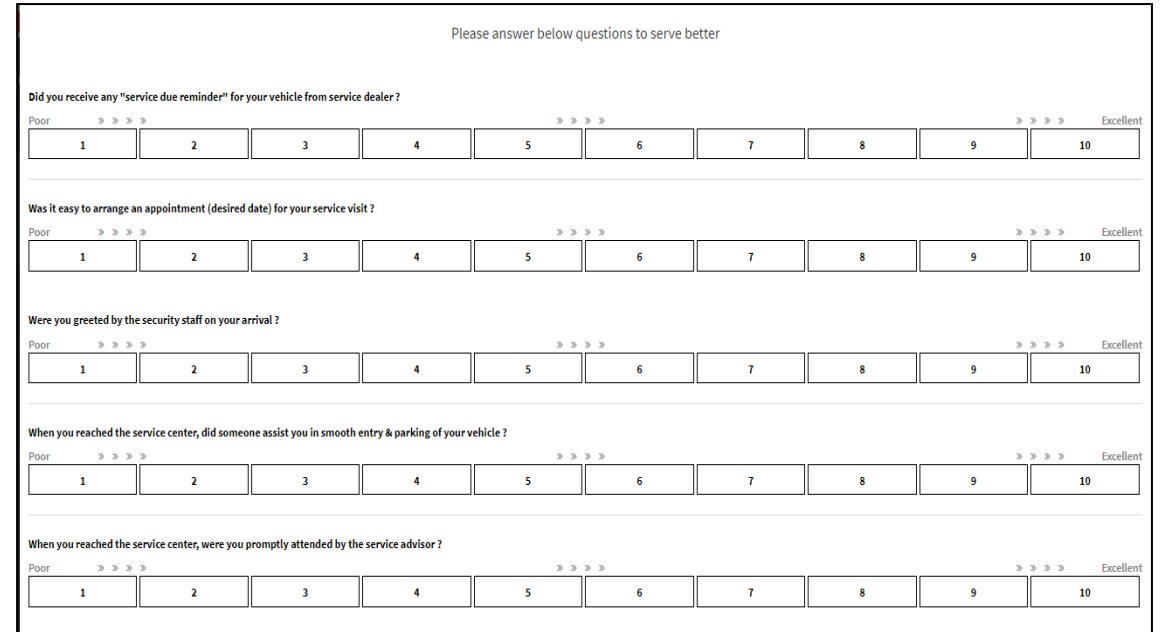
# Capturing Survey – Not responded customers

- ❖ In case customer agreed to share their feedback telephonically, Dealer can capture the survey thru “Capture Survey” button.

Step 5: On clicking “Capture Survey” button, Survey form will get opened :



The screenshot shows the Suzuki feedback survey form. At the top left is the Suzuki logo. Below it, a message reads: "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 service. Please rate your service experience for the following parameters". The main heading is "Please rate your overall service experience". Below this are four smiley face icons representing different satisfaction levels: "Highly Satisfied" (green), "Satisfied" (yellow), "Dissatisfied" (orange), and "Highly Dissatisfied" (red). At the bottom right are two buttons: "Submit your feedback" and "Close".



The screenshot shows the detailed survey questions. The heading is "Please answer below questions to serve better". There are five questions, each with a 10-point scale from "Poor" to "Excellent". The questions are: 1. "Did you receive any 'service due reminder' for your vehicle from service dealer?", 2. "Was it easy to arrange an appointment (desired date) for your service visit?", 3. "Were you greeted by the security staff on your arrival?", 4. "When you reached the service center, did someone assist you in smooth entry & parking of your vehicle?", and 5. "When you reached the service center, were you promptly attended by the service advisor?".

Step 6: Based on customer responses, Dealer update the Survey Feedback form and save the data.

**Thank You**