

360SLR

Delivers quick valuable insights into customers levels of Satisfaction, Loyalty and Recommendation based on their last experience with your company

WEB BASED

Each 360SLR program can be individually branded and accessed from any computer and location with an internet connection

REAL-TIME ACCESS

360SLR is an online platform available 365/24/7 as a real-time 'always on' system

MULTI-USER CONTROL

Secure login control for multiple users with privilege controlled access rights

HIERARCHAL CONTROL

Secure login control with privilege controlled hierarchal access rights

MULTI-LAYER REPORTING

Reporting by multiple criteria, across selected 'Event Types' from individual customer, retail, franchise operations, regions and full business consolidation

- Dynamic Charting
- Drilldown Capability
- Data Export Functionality
- Code Red Reporting

MULTI-LANGUAGE

Fully configurable for main European, Middle East and Far Eastern languages (12)

DATA UPLOAD

Data extracts can be uploaded in Excel or CSV form from database straight into the 360SLR system from user sites



apd's unique award-winning customer, information Program, measures at source the levels of Customer Satisfaction, Loyalty and Recommendation across a spectrum of outsourced and internal 'touch-points'.

The program delivers, via its online dashboard, unparalleled feedback on Net Promoter levels and, using a set of pre-agreed business rules, measures agreed KPIs to ensure that any dissatisfaction registered can be recorded for later review and, through a series of automated e-alerts, remedial actions taken.

Asking just 3 questions in the survey enables customers to provide feedback via email in under a minute. The survey also has the capability of the "Why response" if the customer scores 7 or below a further set of responses are shown for the customer to select as to the reason of the score chosen. This allows a better understanding of the customer's therefore providing Training Needs Analysis for the business.

Why 360SLR from apd?

• All in One

A single integrated platform combines all the features and functionalities needed to action and report on an 360SLR scorecard virtually as they happen, in real-time.

• Versatility

A unique configuration is used across event types, providing a single and holistic view of the business performance.

• Speed

Created with the latest technology, on-line modeling, report access, raw data drill down, export for custom queries is rapid and real-time.

• Self-Sufficiency

The programming-free environment empowers customers to rapidly understand their B2C relationships.

• Simplicity

A powerful and user friendly reporting environment minimizes training time and maximises individual productivity.

• Customisation

Each 360SLR can be branded to suit the client's business and corporate identity.

FURTHER INFORMATION

Visit our website at:
www.apd-australia.com.au
Contact our sales team on:
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