

## Features

Whether you are a small business or a large global corporation, our cost-effective, real-time customer experience management solution will streamline your survey data collection and analysis efforts and deliver actionable insights that will drive informed business decisions.

**Touchpoint**<sup>®</sup> features include:

### SURVEY DESIGN WIZARD



Build & share surveys in minutes with our easy-to-use survey design wizard.

### EVENT-BASED ALERT



Send criteria-based real-time alerts to one (or several) designated parties, by e-mail or text, for corrective action.

### TEMPLATE LIBRARY



Take advantage of our library of commonly used survey questions, supporting over 35 question types.

### DIGITAL SIGNAGE



Run informational or promotional videos, images or messages on your kiosks during the idle time between surveys.

### CUSTOMIZABLE DASHBOARDS



Choose from a variety of reporting and customizable dashboard options to tailor to your unique needs.

### ANY DEVICE, ANY OPERATING SYSTEM



Build responsive online surveys that adapt to any mobile operating system and device.

### MULTILINGUAL SURVEYS



Create surveys in any language.

### CUSTOMIZABLE ACCESS



Configure access through user hierarchy and privileges. Use APIs to intergrate with other business processes.

### OFFLINE MODE



No internet connection is required to collect inspection data! Our system will automatically go to "online mode" once an internet connection is available.