

## Tech Tip Tuesday—October 4, 2016

### Some reminders, and the Survey Tool

**Reminder 1: The “Livery Coach Fall User Experience” is scheduled for October 25th and 26<sup>th</sup>, and spots are filling up fast.**

Download the registration form at

[www.liverycoach.com/Fall2016/LCUserExperienceRegistration.pdf](http://www.liverycoach.com/Fall2016/LCUserExperienceRegistration.pdf)

Questions? Send an email to [bootcamp@liverycoach.com](mailto:bootcamp@liverycoach.com)

**Reminder 2: Livery Coach will be exhibiting at the Chauffeur Driven Show in Washington, DC next week—if you are going, please stop by and say hello!** (Because of the show, there will be no Tech Tip next week.)

### SURVEY TOOL

*by Jim Hemauer*

How well are you doing? What do your customers really think of your service?

Would you like to know about a potentially poor customer experience *as it was happening* so you could reach out and make it right before it goes wrong?

You can.

Many Livery Coach customers are already taking advantage of the Passenger Survey Tool available as an option in LiveryCoach.net . When active, your passengers can get a custom survey request via SMS text or email within minutes of stepping out of the car...or, if you prefer, within minutes of getting *into* the car. If a passenger is having a bad experience, you and your management team will get an email alert while the incident is happening, giving you the opportunity to reach out and take care of the issue before it escalates into something larger.


You can customize your own survey with star ratings, multiple choice, or free-text (or any combination of all three). You can view results on your web portal and identify high and low performance areas and move forward with actionable data.


The Livery Coach Passenger Survey is just one more feature of LiveryCoach.net. If you're interested in learning more about this feature, please email [support@liverycoach.com](mailto:support@liverycoach.com) and we can tell you more.


We'll set you up with a sample survey, but you're free to customize it to fit your needs.


**Your Information**

TripID: 943362  
Your Name: Jim Hemauer

**\*1. Did your vehicle arrive on time?**  


**\*2. Was your chauffeur polite and professional?**  


**\*3. Was your vehicle clean and comfortable?**  


**\*4. Please rate your overall experience.**  


**\*5. Please tell us more about your experience, to include booking your reservation and how we can better serve you!**

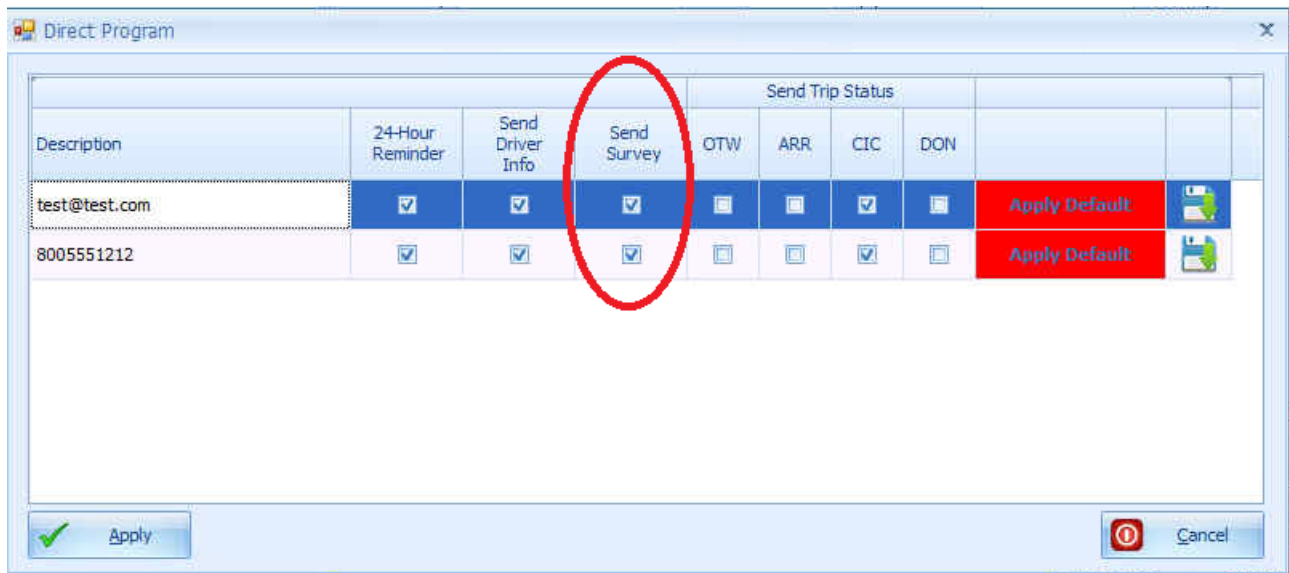
From your web reservation panel, you can access your Survey Tool to create, edit and view results:

**Main Screen**

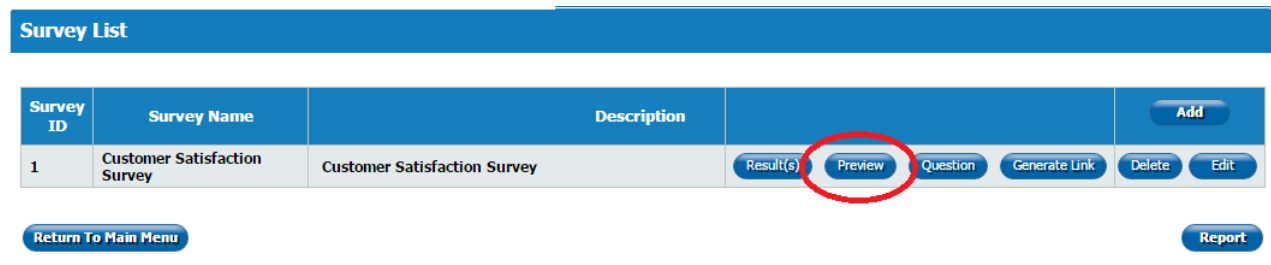
- [Customer Search](#)
- [Gift Card List Search](#)
- [Company Online Agreement](#)
- [Survey Tool](#)
- [Web Booking Settings](#)
- [Customer Allow Time Settings](#)
- [Login Link Creation](#)
- [Account Group Invoice Upload](#)
- [Vehicle Tracking Audit](#)
- [Vehicle Type Blackout Date](#)

[Log Out](#)

In the Contact Record you can set up who gets the survey:



As results come in, you can view them and see results by the question, or by the responses, and see pertinent trip info:



**Costs and requirements:** There is a nominal setup fee of \$295 to get you going, and a monthly maintenance fee of \$10 (yes, only \$10) to help us maintain the server that sends out the surveys. We do not have any per-survey charge.

You also must have the Livery Coach Web Reservations module. If you want to send out the survey via text, you need a texting solution (either through Livery Coach or with ZipWhip).