

Tech Tip Tuesday—January 26, 2021

As part of our ongoing effort to keep people aware of the myriad of features and functions of Livery Coach, some of our Tech Tips will feature subjects that might have been covered in the past, but so long ago that not everyone has seen them, or remembers, or maybe we've updated the feature. So no need to let us know that "I've seen that before", unless you just want to try to impress us with a) how long you have been a customer, and/or b) how good your memory is.

But such is the subject of today's Tech Tip.

SURVEY TOOL

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.

A number of Livery Coach customers make use of Passenger Survey Tool, an optional add-on service available to Livery Coach users who already have the Web Reservations module.

When installed, your passengers can get a custom survey request via SMS text (ZipWhip required) 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.

As part of the initial installation process, we'll set you up with a sample survey, but you're free to customize it to fit your needs.


With the Passenger Survey Tool, there is no module to buy. We simply charge a one-time setup fee of \$295, and a monthly service fee of \$30.


(For those of you still paying the introductory monthly fee, you will see the current charge with your next annual renewal invoice.)


Still interested? Read on to learn more.


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!**

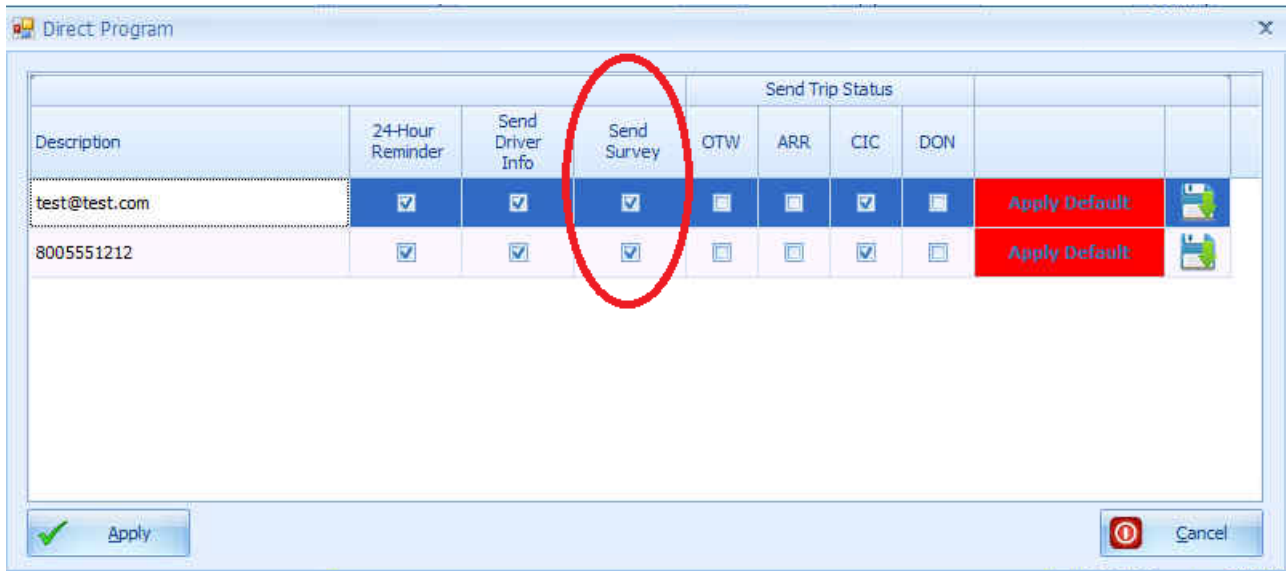
From your web reservation panel, you can access your Survey Tool to create, edit and view results:

Main Screen

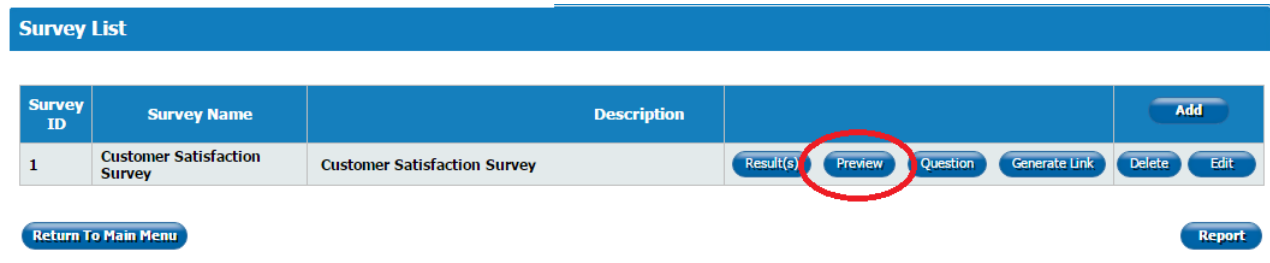
- [Customer Search](#)
- [Gift Card List Search](#)
- [Company Online Agreement](#)
- [Survey Tool](#)
- [Web Booking Settings](#)
- [Customer Allow Time Settings](#)
- [Login Link Creation](#)
- [Account Group Invoice Upload](#)
- [Vehicle Tracking Audit](#)
- [Vehicle Type Blackout Date](#)

[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:



If you don't have the survey tool and would like to get started, please drop a note to Caralyn@liverycoach.com and she will start the process to get you set up. For more questions about the tool, please contact our support team.