

Survey (SMS/Chat)

With this package, organisations can offer their customers surveys via the SMS and Chat channels. For the SMS survey, the caller receives an SMS after a call through Puzzel has ended, where they are asked to rate the service in their last conversation. Supervisors log on to a given Puzzel web page to view analysis of customer feedback. This information is updated every 5 minutes.

Note

This service is only available in Norway, Sweden, Denmark, and the UK.

The Chat survey is offered to the customer at the end of a chat. When activated, the chatter is given the option to rate the chat either upon the chat ending, or having been sent a copy of the chat transcript to an e-mail address. The rating can be given in stars or using radio buttons. Stars are the simplest, with ratings of 1-5 stars, while radio buttons are most relevant for surveys based on the Net Promoter Score (NPS) standard.

Download the product sheet for Survey here:

[EN-Puzzel SMSSurvey
productsheet.pdf](#)

[Puzzel
Survey.pdf](#)