

Feedback Solutions To

Improve Experiences



Under the General Data Protection Regulation (GDPR) (EU) 2016/679, we have a legal duty to protect any information we collect from you. Information contained in this email and any attachments may be privileged or confidential and intended for the exclusive use of the

Are you happy for us to publish your data?

Agree

Is there anything else you would like to tell us?

Continue

Service: [grid of icons]

Products: [grid of icons]

Feedback INSIGHTS

IMPROVING EXPERIENCES

How would you rate... [grid of icons]

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ViewPoint

Are you happy for us to publish your data?

What is your favourite colour?

Red Yellow Orange Pink

Feedback improves experiences.



Harness the untapped power of insights to redefine customer and employee experiences, streamline operations, and unlock unparalleled growth.

Elevate your brand, foster customer loyalty, and propel your success story with a tailored feedback system that turns valuable insights into the driving force behind exceptional experiences.

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We love the variety of information we can glean.

Both the quantitative, x amount of people from certain areas, but also the qualitative.

We love to see the responses the visitors add in the "any other comments" part of our survey.

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Some More of Our Happy Customers





Unique real-time feedback solutions for instant insights that drive improvement for your team or community.

We work with organisations of all sizes to provide insights to help them transform their business. Our industry-leading survey design tool creates the most attractive and flexible surveys.

When you utilise professional tools to capture feedback, you receive accurate and valuable data in return.

With the experience we've gained from working with many industries and industry leaders worldwide, we have the systems and expertise to help you create happier customers and employees.

In Your Spaces



On the go



In their spaces



Some More of Our Happy Customers



Complete Feedback Solution



Unlimited Surveys

Create and publish surveys on demand during your contract term.

Your contract includes a single published survey per license. However, that survey can be amended or changed on demand.



Unlimited Responses

Your responses can flood into your account without limits.

All responses are stored in your secure online dashboard until you are ready to review.



Unlimited Users

Assign team member roles to help manage and coordinate your feedback.

Choose super user, publisher and reporting access options. Select which user sees which report/survey.



24/7 Reporting

Access your results anytime using your secure online dashboard.

Reports include CSAT scores, top & bottom locations, heat map, free text comments and more.



Support if you need it

Our teams have over 20 years experience, so are perfectly placed to help you if you need it.

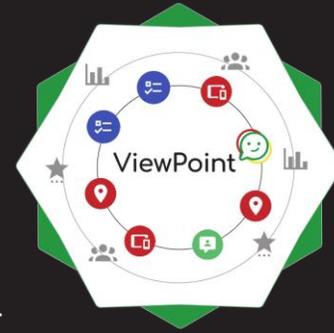
From survey design, publishing and device care our team can give practical support on demand.

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The Feedback Hub

Experience complete control over your feedback project with the exclusive ViewPoint Hub.



This dedicated portal provides unparalleled access to every aspect of your project, enabling you to design, publish, manage, and review your feedback with ease.

- ✓ **All-in-One Solution** Manage feedback across kiosks, QR codes, and online in one centralised system.
- ✓ **Streamlined Reporting** – Consolidate data from multiple channels into clear, actionable insights.
- ✓ **Customisable Features** – Adapt surveys and reporting to fit your organisation's unique needs.
- ✓ **Scalable and Flexible** – Easily expand or adapt your feedback system as your organisation grows.
- ✓ **Enhanced Control** – Monitor, manage, and analyse feedback in real time to stay ahead of challenges.

Survey Creation

- Survey designer
- Survey logic
- Multi language
- Multi location
- Multi channel – Seamless Kiosk, Online, QR, App

Reporting & Insights

- Interactive dashboard
- Location based reporting
- Live alerts
- Scheduled reports
- AI Sentiment analysis
- Combined reporting

Administration

- User management
- Response validation
- One click publish

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Go-Ahead



IOWA STATE
UNIVERSITY



Pulse

Our hero of in-the-moment

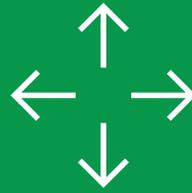
The ViewPoint Pulse is a flexible solution to collecting feedback in-the-moment.

The accessible stand captures attention with its unique stand design, which means passers-by can identify the kiosk and its purpose from many angles.

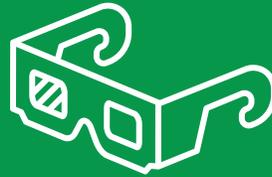
The stand comes with one of 3 ViewPoint feedback designs – or you can create your own custom graphics.

The head contains a 10" interactive screen which can incorporate static and animated graphics to entice users to start your survey.

You have the option to customise further with an additional backboard, should you wish to provide further instructions for your users.



Flexible



Eye catching



Universal



Pulse

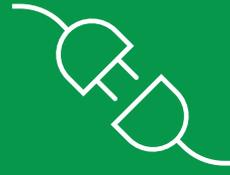
The extended range

If a floor standing kiosk isn't right for your environment, the Pulse also comes with the option of Counter-top or Wall-mounted installation.

The counter-top device is portable and can be installed near to a power supply.

Once installed the wall-mount provides permanence for the device, which will need a power source close by.

Both display interactive surveys as standard and can work stand alone or in conjunction with other kiosks and online solutions.



Mains Powered



10" Screen



Tamper Proof



Online/App

Feedback where they are

Using online surveys on websites or apps enables you to capture feedback from your users remotely.

Using the same style and usability as kiosk survey maintains consistency and allows you to combine results or review in isolation.

Online surveys are simple to embed into your customer or employee systems with minimal technical knowledge, through links or iframes.



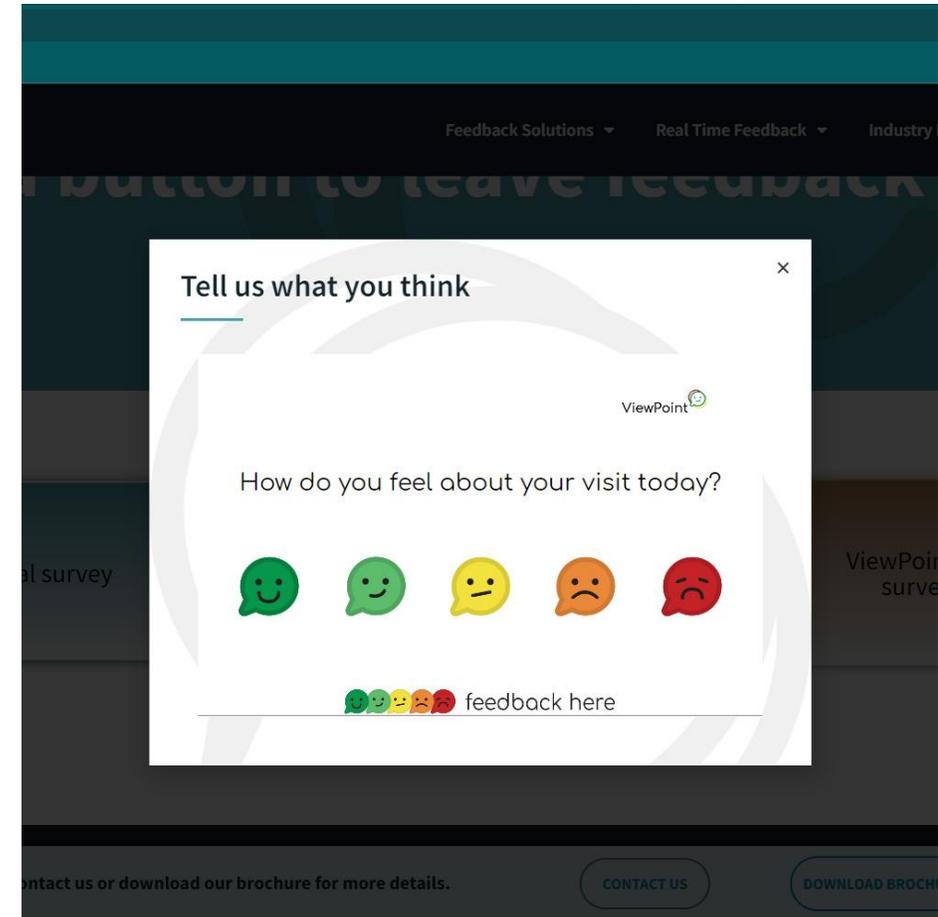
Accessible anywhere



Eye catching



Universal



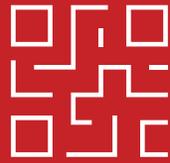
Mobile

Feedback on the go!

Sometimes your users are in a rush or want to respond in their own time. Providing a QR code means they can access your survey using their own device, without asking them to install new apps or software.

ViewPoint enables you to mirror your kiosk surveys for QR surveys as standard. Simply download the code and print on your materials to widen the reach of your survey.

Respondents get the same experience, selecting from a range of buttons to leave their responses. So, whether is the same survey or you design a specific survey for mobiles, you know all your users can provide feedback at ease.



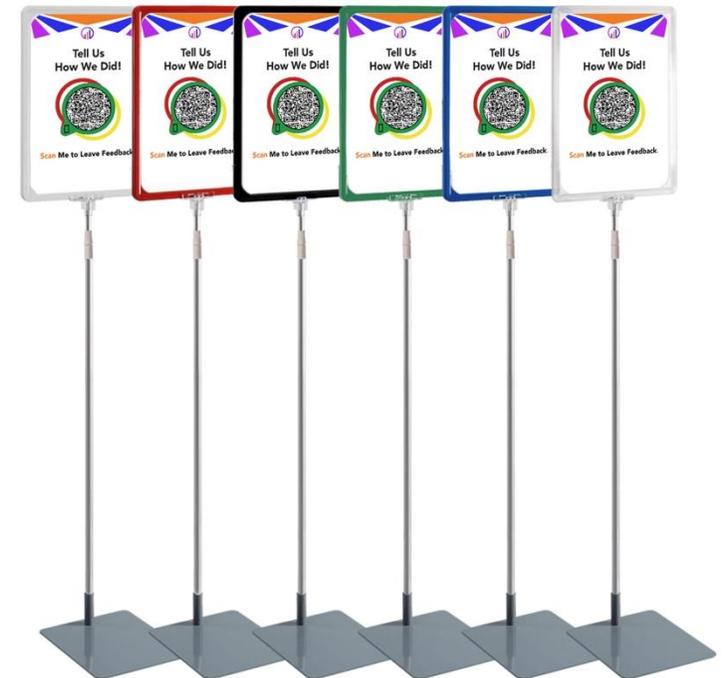
Convenient



Universal



Brandable



Tag

Tap in to instant insights

An instant way for users to provide quick feedback on your key rating question.

Users can simply tap or scan using their mobile devices to submit their responses, with no need for apps or logins!

Optionally, you can include an additional free text question for more detailed feedback.

Tag feedback is a cost-effective solution that makes it easy to capture high-volume, location-specific, and time-stamped rating insights, offering great value for in-depth analysis and action planning.



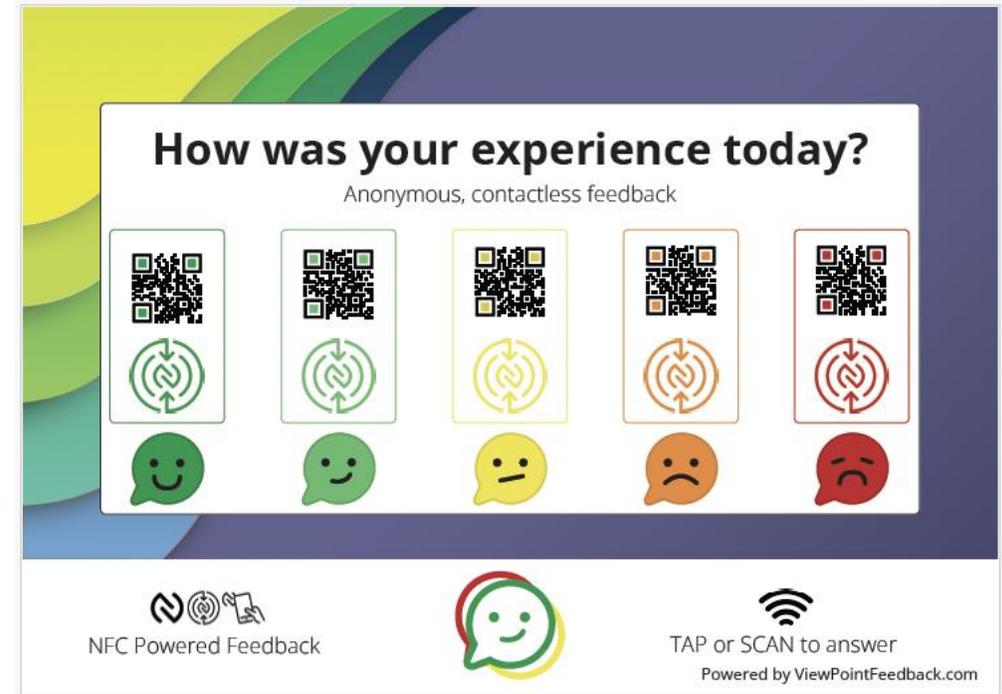
Tap & go



Mobile triggered

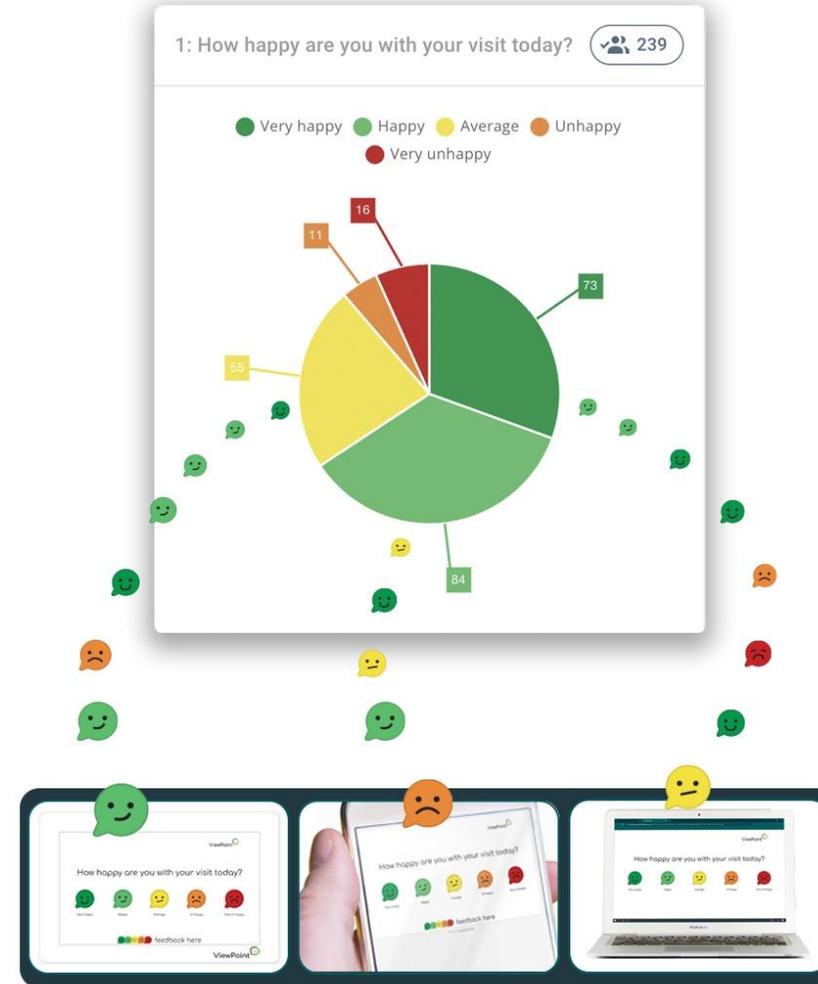


Automatic



Fresh insights with every touch

ViewPoint Reporting Suite



Some More of Our Happy Customers



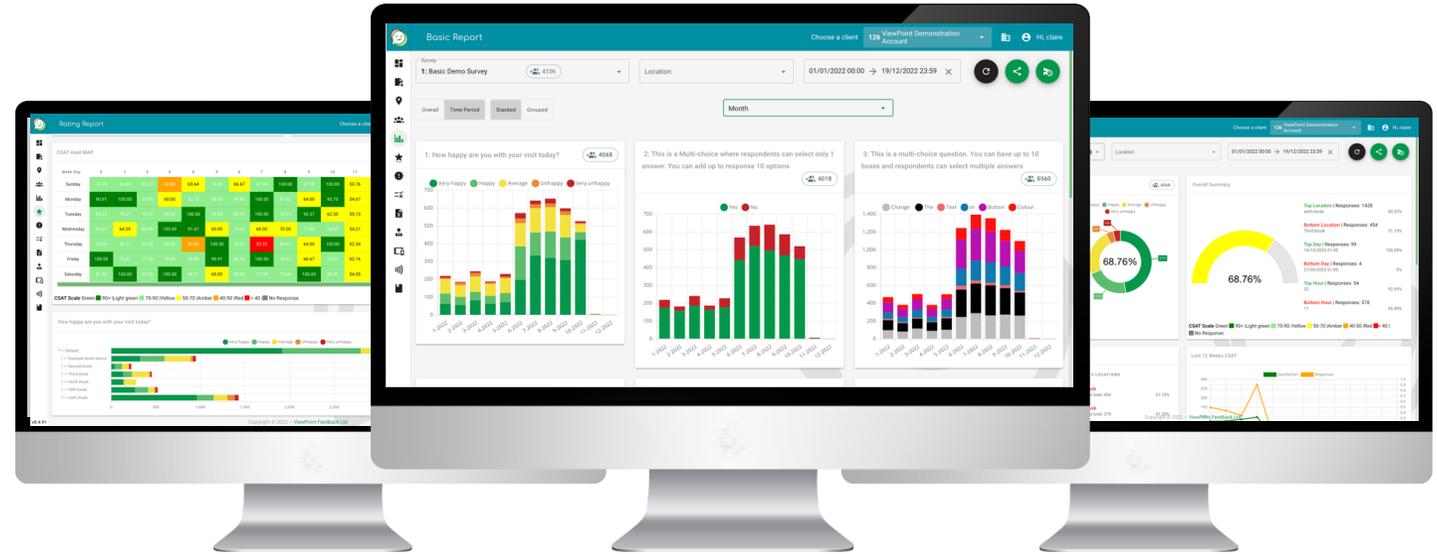
Insights on demand

Your feedback is updated automatically and appears in your dashboard within moments of it being left. Full access to your reports puts this insight at your fingertips right when you need it.

Deep dive into your data with interactive charts. Drill down into areas of interest to see how your users feel – and why!

Quickly review your CSAT & NPS scores and see how they fluctuate by the hour or day. Analyse and compare top and bottom locations and start to understand the best bits of your users' experience.

Create instant reports at the touch of a button. Create scheduled reports for regular updates and or download your raw data, on demand.



✓ Instant results

✓ CSAT & NPS scores

✓ Interactive charts

✓ Share your results

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Ready to Take the Next Step?

We're here to help you explore how ViewPoint can work for you. Choose your next step:



[Book a Teams Demonstration](#) – See the platform in action and ask us your questions live.



[Order a Demo Survey](#) – Experience a fully customisable survey designed for your needs.



[Ask Our Team a Question](#) – We're happy to chat and provide personalised advice.

Let's start the conversation

In Your Spaces



On the go



In their spaces



Some More of Our Happy Customers



HERE TO HELP

Contact Us

Improve

Analyse

Capture

Feedback
—INSIGHTS—
IMPROVING EXPERIENCES

ViewPoint 

Find out more by contacting our team.

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Website: viewpointfeedback.com / feedbackinsights.ca