

# iSMS® Quick Survey

Book IT

## Instant Business Results with BookIT iSMS® Cloud Services



To know your different reference groups – customers, personnel, and partners - is one of the cornerstones of a successful business. Customer or client satisfaction with the services you provide is best measured soon after service delivery while the experience is fresh in their mind. iSMS® Quick Survey launches surveys easily and effectively.

### iSMS® Quick Survey

To listen to your clients and understand their needs, expectations, and desires is vital to creating a successful business. Listen to your customers' opinions and react immediately to recover the customer's loyalty and satisfaction. In other words: Service your customers or your competitor will do it for you.

iSMS® Quick Survey is a service which gives you effective tools to measure your customers' pulse. You will get real-time and accurate data of your customers' experience when their opinions matter most - at the time of the event or immediately afterwards. Timely information allows you to recover the customer and improve your service steadily over time.

The secret of success is no mystery – you only have to ask and act.

### Customer Surveys

Are your delivery processes functional? How about your order and invoice processes? What do your customers think? How would you get truthful feedback from your clients quickly with moderate costs?

iSMS® Quick Survey is a solution to meet these needs. You can create surveys according to your needs and send them to your customers' mobile phones. You will be surprised how quickly you receive valuable feedback that helps you to improve your own business.

### Personnel Surveys

iSMS® Quick Survey applies not only to customers, but equally as well to employees. Regular surveys are a key way to ensure that personnel are being engaged to their fullest potential and to keep your organization on-track. You can react in good time and take better care of your company's most important assets.

### Key Advantages

- Quick response time: most of the respondents answer iSMS® surveys within the next hour.
- Effortless – unlike phone calls, you can answer iSMS® almost anywhere anytime and when it is suitable for you; in a meeting, on a bus...
- High response rate is the best evidence of an easy to use service with satisfied end users.
- Works in every mobile phone, with every operator, also abroad.
- Easy to use – recipient can answer your iSMS® surveys with only one letter, every mobile phone user is able to use the service.
- Free of complicated and hard to remember codes and passwords.
- Real-time report and response data.
- Reliable – identifies users automatically and accurately every time.

# Book IT

BookIT is a software and services company specialized in technologies that enable easy-to-use mobile business services and applications. The focus is on transaction based services with interactive dialogues between mobile users and business systems.

BookIT's goal, together with it's partners, is to shape the future of mobile business transaction market by continuously developing intelligent technologies, services and applications.

**BookIT Headquarters, Finland**  
**Vänrikinkuja 2, 00260 Espoo**  
**Tel: +358-(0)9-4289 1098**  
**Fax: +358-(0)9-875 3060**  
**Email: [info@bookit.net](mailto:info@bookit.net)**  
**[www.bookit.net](http://www.bookit.net)**

**Washington, DC Office, US**  
**1701 Pennsylvania Avenue, NW,**  
**Suite 300 Washington, DC 20006, USA**  
**Tel: +1 202.905.2245**  
**Fax: +1 888.421.5944**  
**E-mail: [info.us@bookit.net](mailto:info.us@bookit.net)**



BookIT's patents, patent applications and trademarks

The BookIT products and their various features have been protected by the following granted Patents or pending Patent Applications: US7,406,429; US7,610,208; US10/734,352; US11/980,470; US11/885,748; US12/226,878; US12/226,876; US12/401,392; EP03792441.2; EP08153844.9; EP06820097.1; EP07730716.3; EP07730717.1; PCT/FI2003/000617; PCT/FI2006/050517; PCT/FI2007/050299; PCT/FI2007/050230; PCT/FI2009/050611; DE112006003259.3; GB0804403.4; RU2324221; RU2008125803; G110328; FI117663; FI118585; FI118586; FI20085701; FI20095238; NO20082896; CN03819821.5; CN20068052298; HK05110515.0; JP2004-530290; AU2006319060; ZA2008/05693

Älytekstiviesti, BookIT, iSMS, Click&Easy, ThereOnTime, EasyBookitings are BookIT Oy Ajanvarauspalvelu's trademarks and registered trademarks in Europe and in other regions.