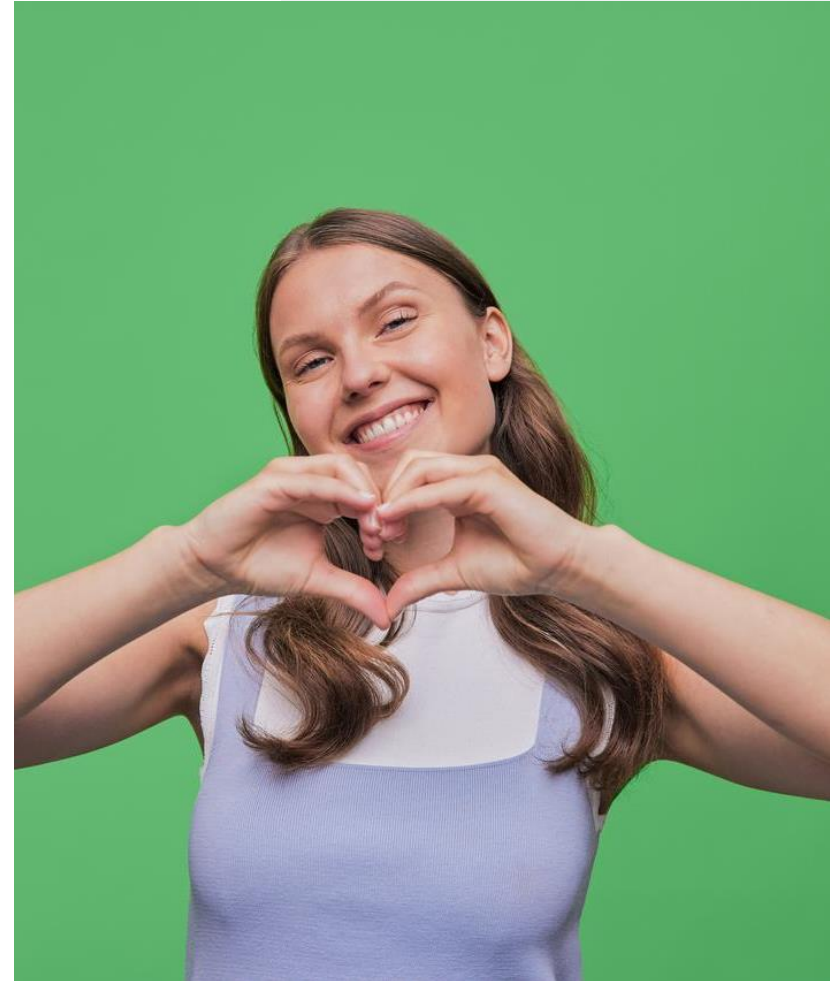


HappyOrNot®

HappyOrNot is a solution that helps us gather instant feedback from customers when they visit us (in the physical or digital space) so that we can



Happy customers – Better business





©HappyOrNot Ltd. |

YOU are the key to success

We can only reach our objectives with your help.

Engage and empower your whole team to share the daily experiences they have.

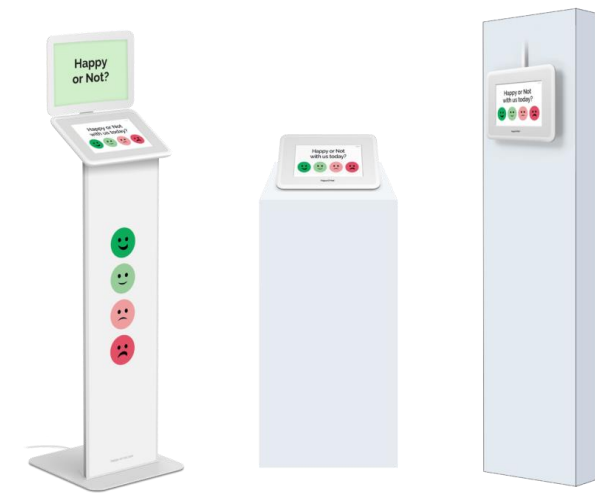
Show appreciation for ideas.

Help us engage customers.

This is what your customers see

Easy to use feedback terminals that collect maximum amounts of feedback

Various terminals for different use cases



Stand

Table

Wall



Stand

Table & Mini

Rail

Wall



Pop-up

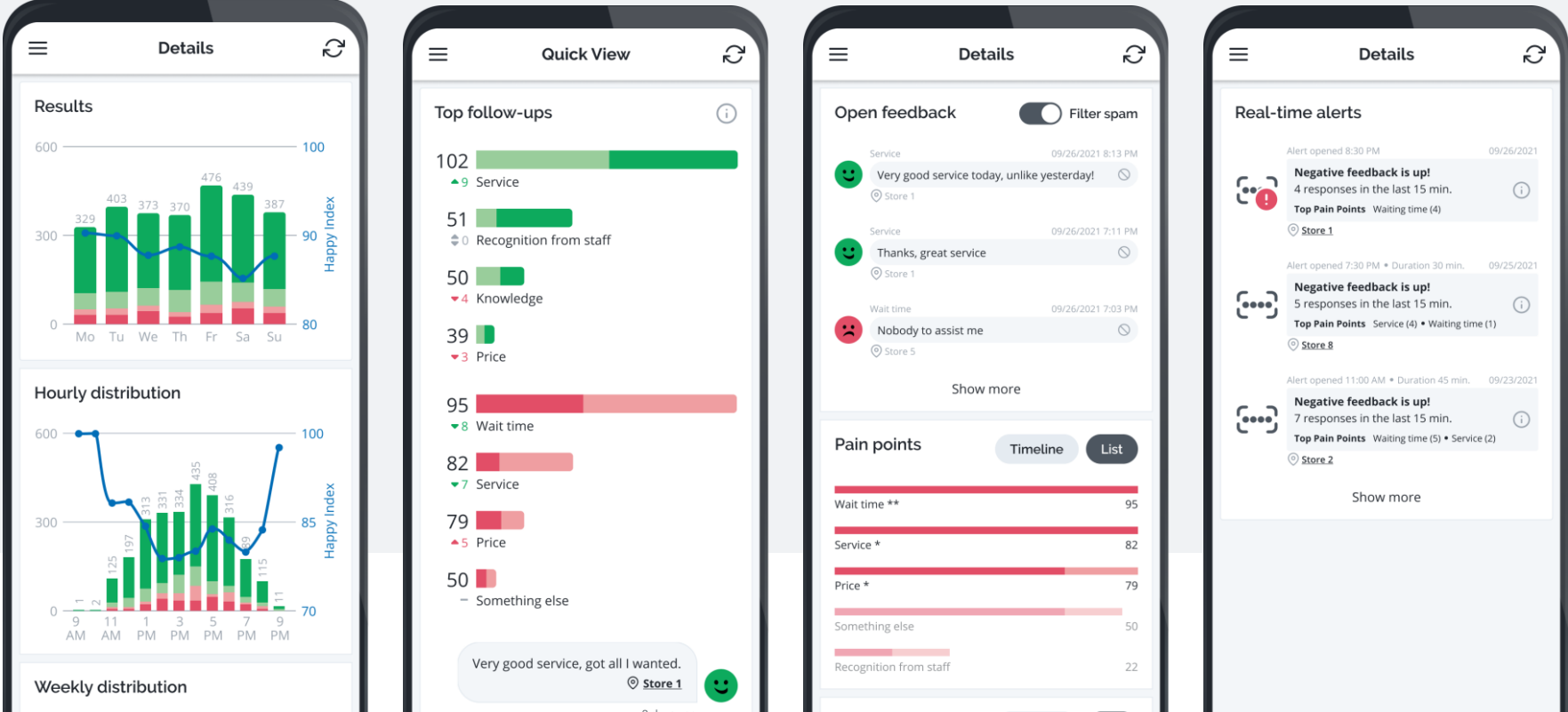
Web embed

Email embed

Solo

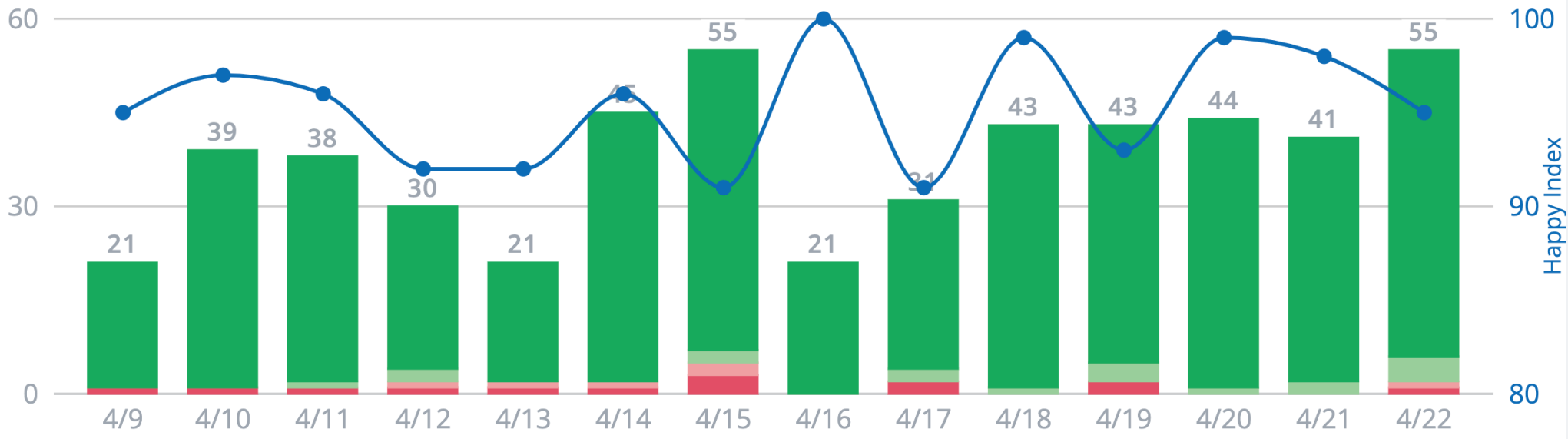
The magic behind the scenes - HappyOrNot Analytics

Feedback data in one place, visualized for instant insights



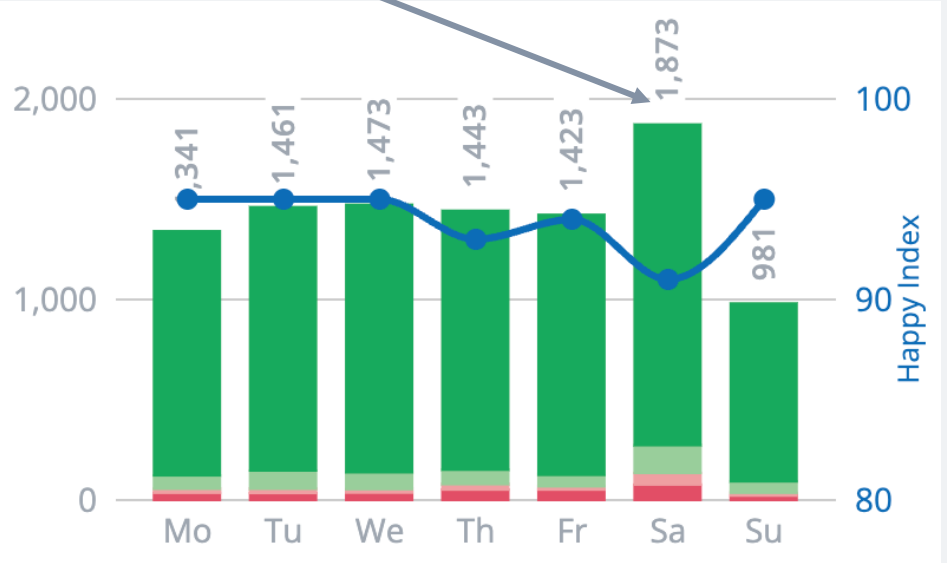
See the “what”

🗨️ Please rate **our service** today

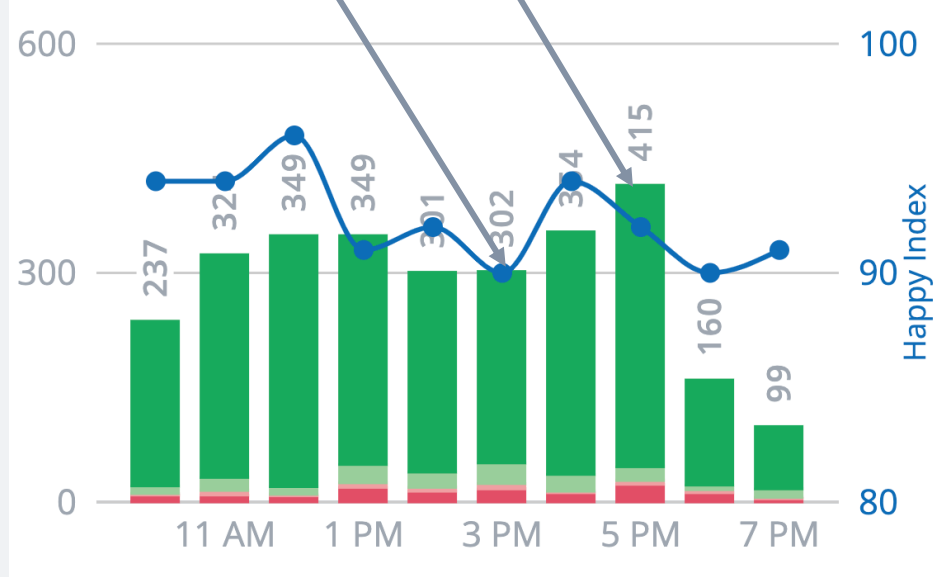


See the “when”

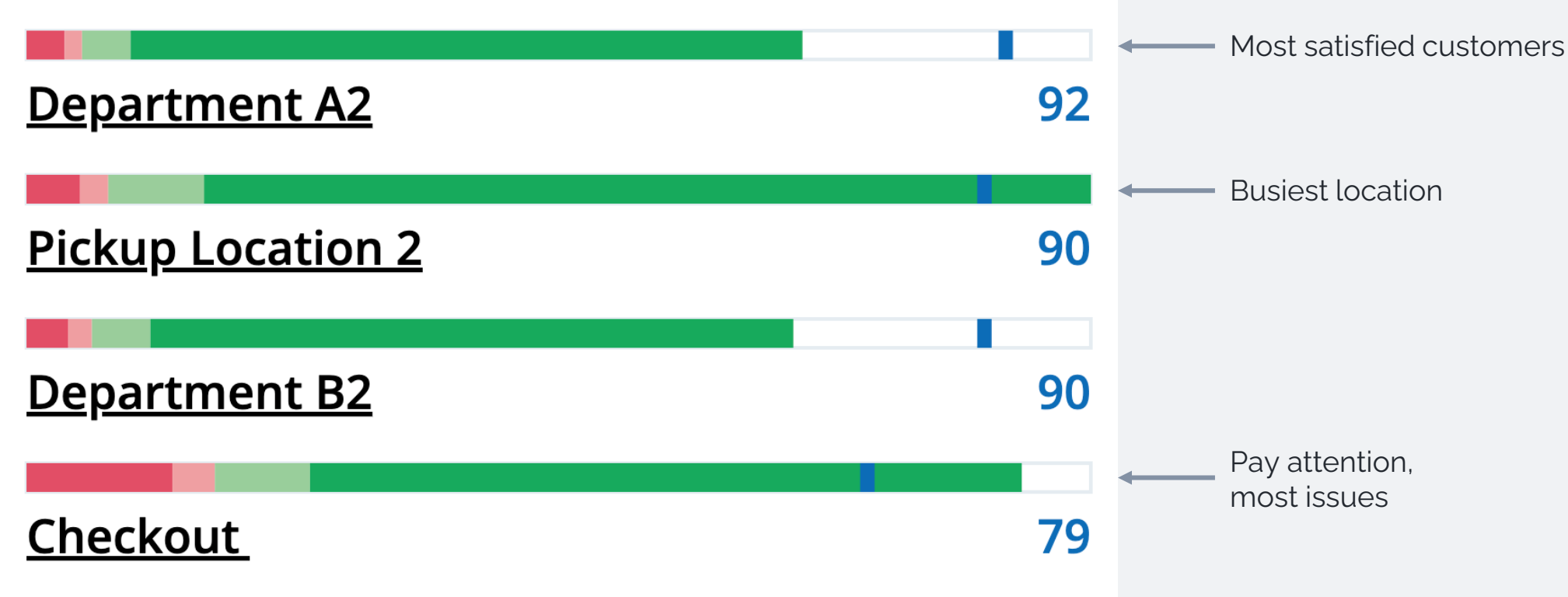
Pay attention to Saturdays –
Lots of footfall, lowest satisfaction



Pay attention to 3 PM – lowest satisfaction
Pay attention to 5 PM – heaviest footfall

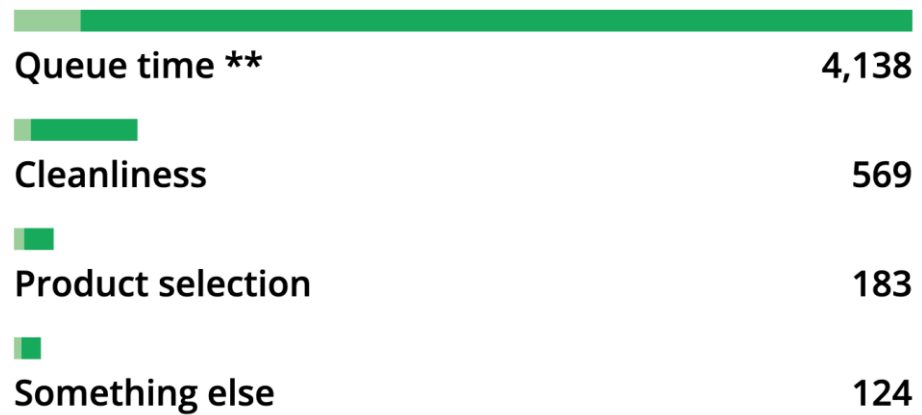


See the “where”

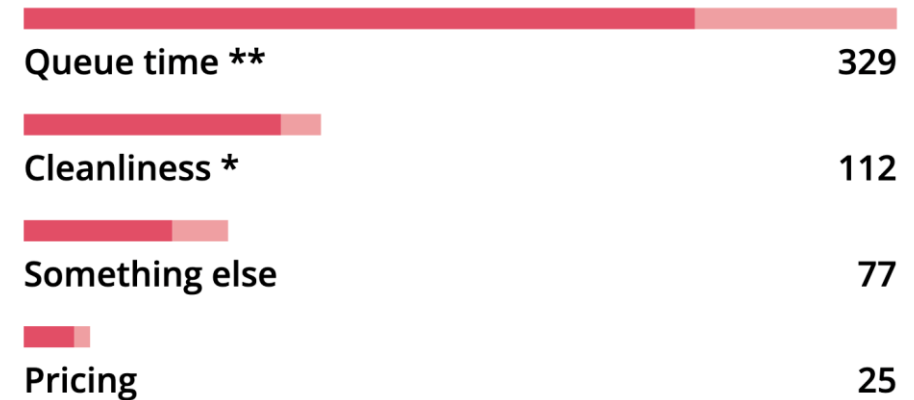


See the “why”

What was good?



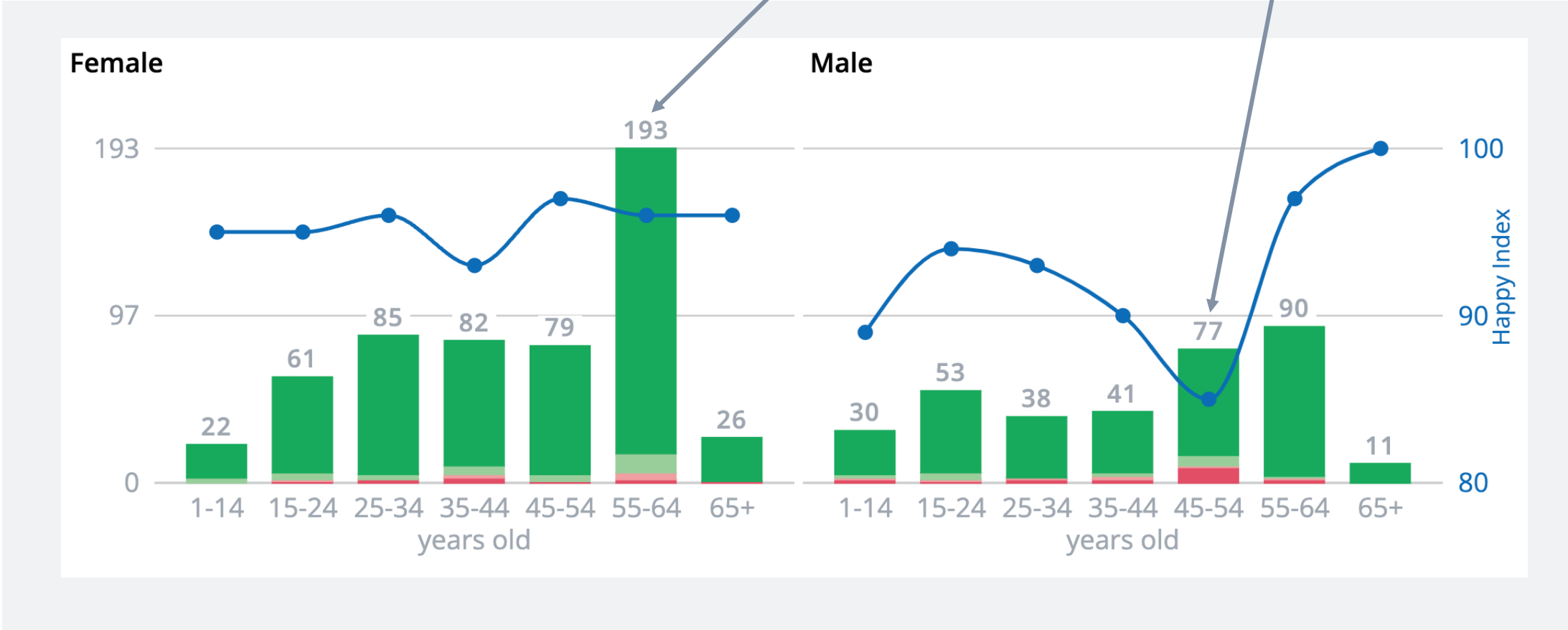
What could be improved?



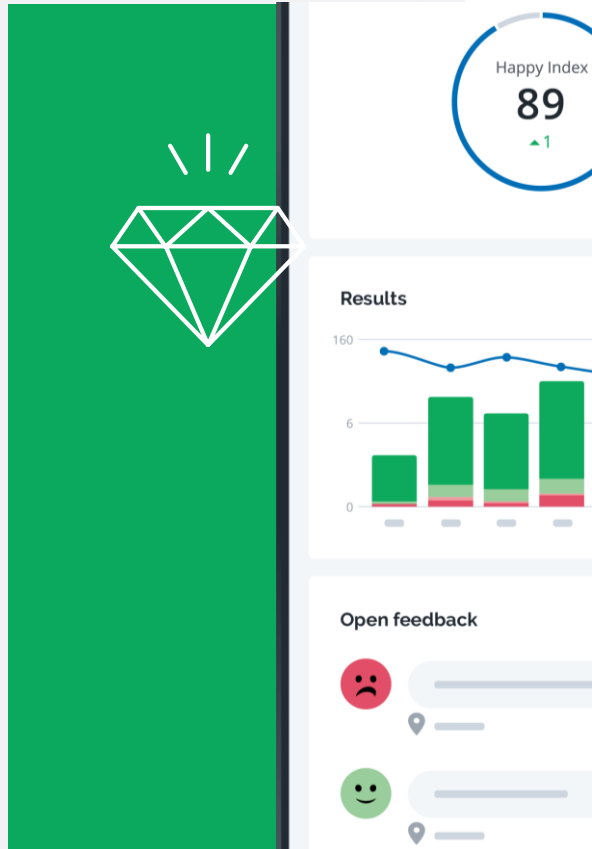
See the “who”

The main target audience:
Follow satisfaction level closely

The most dissatisfied:
Dig into the details: when,
where, why



HappyOrNot Analytics



Insightful

Data tells what is happening

- Time stamp
- Location
- Reasons
- Exceptions
- Trends
- Etc

You can connect the dots and understand why this is happening

A daily pulse

Immediately see your performance during the day and make instant changes to improve operations

+

An overview of performance over time to see seasonality or changes in trends

Prove effect

Ability to see the impact of recent changes in operations and verify their impact on customer satisfaction and overall experience

**Let's make our
customers
happy together!**

