

# HDI Customer Satisfaction Index Service

The HDI Customer Satisfaction Index (CSI) Service is a web-based customer satisfaction surveying service created specifically for the technical service and support industry.



## Customer Satisfaction Index Service

Developed by a team of customer service and technical service and support professionals, the HDI CSI Service provides an **efficient** and **affordable** way for you to survey your customers and get the information you need to make your support center successful!

### Key Benefits

- **Measure.** Find out if your customers are satisfied...easily, quickly, accurately!
- **Trend.** Determine whether your efforts to improve service are increasing customer satisfaction.
- **Benchmark.** Compare your support center's performance against industry benchmarks.

### Key Features

- **Convenient, web-based survey.** Enables customers to respond quickly, promoting higher response rates and increased validity of results.
- **Simple configuration.** Can be configured in about thirty minutes with most incident management systems.
- **Industry validated survey questions.** Five industry-validated questions enable benchmarking. Two custom questions allow you to gather information specific to your organization or industry.
- **Robust reporting.** Dashboard and turnkey reports make it easy to monitor team and analyst performance. Reports can be run on demand or scheduled for automatic delivery. Raw data can be exported to create custom reports or upload to your business intelligence system.
- **Benchmark data.** Benchmark statistics facilitate comparison against other subscribers in your vertical and all subscribers in the industry.

- **Powerful alerts.**

Alert your team to results that meet defined parameters so you can take quick action to make things right for a dissatisfied customer, or provide timely recognition to staff for a job well done!

- **Secure.**

Data presented in reports is encrypted and stored on a secure server. HDI never stores email addresses!

### Pricing

Starts at: \$2,995

### Still have questions?

We're happy to help.

Visit [www.ThinkHDI.com/CSI](http://www.ThinkHDI.com/CSI) or call 800.248.5667 to learn more.



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