

# NCR Customer Voice

Want to improve your bottom line by identifying the profit impact that customers have on your business?

NCR Customer Voice is a web-based customer loyalty, retention and referral tool based on the Net Promoter Score® that provides you with instant feedback of your customer's experience. You will receive the necessary tools to turn your happy customers into an unpaid sales force and leverage the power of social media channels as a referral service.

## Receive instant feedback from your customer's responses

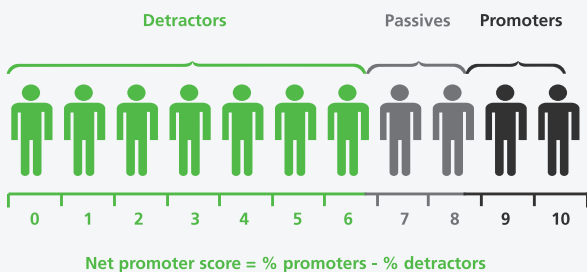
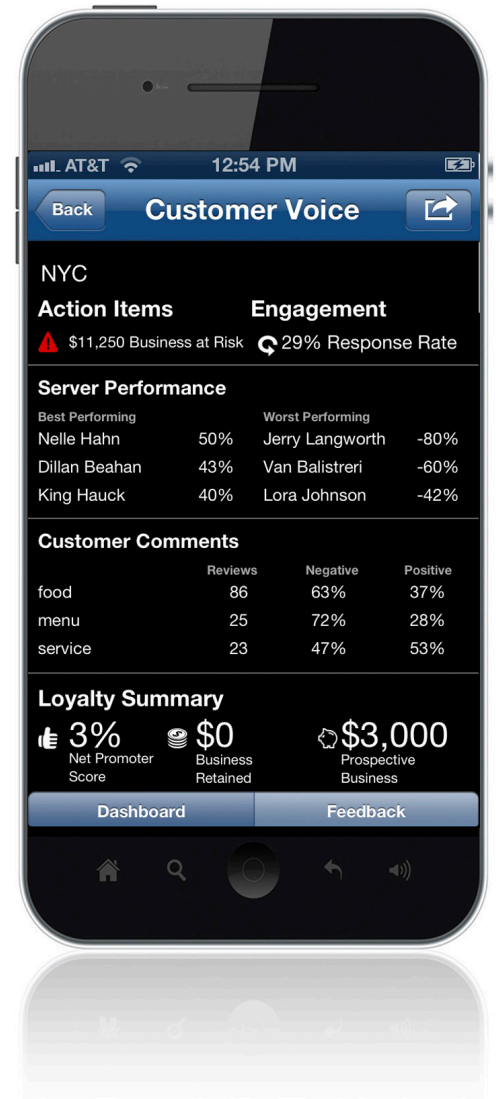
- Prompts your promoters (those who rated a 9 or 10) to "spread the word" through their social media channels
- Receive customer specific details that allow you to follow up promptly to improve your customer satisfaction and retention
- Manage your existing customer base by following up with identified passives (those who rated 7 or 8) and detractors (those who rated a 6 or below)

## Monitor your business's reports and numbers

- Track the exact dollar amount associated with your prospective business
- Compare individual restaurant performance
- View your business at risk, customers, leads, recommendations, response rate, marketing and reports
- Display Loyalty summary with ongoing NPS® percentage

## Get instant feedback with Customer Voice through NCR Pulse

- Have instant access to customer feedback through the mobile dashboard
- Receive direct comments from promoters and detractors to your mobile device allowing you to take immediate action
- Directly identify your best and worst performing restaurants as they rate on the NPS®



NCR Customer Voice makes it easy for you to see your restaurant's promoters, passives and detractors.

"We honestly could not function without NCR Customer Voice. People don't know how good your customer service is until you make a mistake. It's more expensive to attract a new customer versus keeping an existing one."

- Tony Dentice, Tom & Eddie's