SurveyXact
By Ramboll

RAMBOLL
Bright ideas.
Sustainable change.

LET SURVEYXACT DO THE WORK FOR YOU

CONTENT

SurveyXact is a part of Ramboll. This implies high standards regarding our integrity, security, stability, methodology and experience.

SurveyXact fully complies with the EU Personal Data Regulation (GDPR), and we provide all the security-related documentation you need in the form of an ISAE 3000-II audit statement from PwC as well as the data processor agreement that comes with your SurveyXact license.

We have integrated all of this in SurveyXact which is your guarantee for success with your research.

INTRODUCTION

An ever-increasing number of surveys are conducted on an ongoing or incident-based basis.

ONGOING SURVEYS HAVE SEVERAL BENEFITS:
- You manage to take the temperature at a time where the subject is 'Top of mind' at the respondent.
- You can react quickly and proactively to the results.
- You can follow the development in satisfaction over a longer period of time.

ONGOING SURVEYS, HOWEVER, HAVE ONE LARGE DISADVANTAGE:
- It can be resource-intensive to handle ongoing surveys manually (extraction of respondent information from ones IT system, ongoing uploading of respondents in SurveyXact, distributing invitations / reminders etc.).

With a SurveyXact API-solution, data collection can be automated so you are able to achieve the many benefits of ongoing surveys in an efficient way without a great use of resource.

In this e-book we provide three examples on how the interaction between SurveyXact and the company's remaining it-systems can be automated.

THE THREE EXAMPLES ARE:
01. Customer satisfaction surveys
02. Course evaluations
03. Temperature surveys

Happy reading!!

HOW IS THIS E-BOOK USEFULL?

The purpose of this e-book is to provide you with more information on system-integration with SurveyXact as well as give concrete examples on how SurveyXact can be used with other platforms.

CASE:

01 A CONSULTANCY COMPANY WANTS TO RECEIVE ONGOING CUSTOMER FEEDBACK FROM THE CONSULTANCY MEETINGS THEY HAVE WITH THEIR CUSTOMERS.

Via SurveyXact's API, relevant information can automatically be transferred from the company's CRM system to SurveyXact. This ensures that invitations are sent out to those customers who just attended an advisory meeting. The invitations can both be sent by e-mail and text message.

The invitation frequency can, for example, be daily, hourly or whatever may fit your specific wishes. It is also possible to send out a timed reminder in the event of no response from the customer. The reminder can be sent out individually for the individual customer.

If the customer's satisfaction is below an acceptable level, SurveyXact can immediately send a notification email to the company's customer manager. Then you can act proactively and reconcile regarding expectations with the customer.

Relevant answers from the customer (e.g. the NPS score) can - via SurveyXact's API - be returned to the company's CRM system and increase the value of the company's information about the customers. Thus, the future customer dialogue can be based on updated knowledge about the customer.

CURRENT COURSE EVALUATIONS

CASE:

02 **A MEMBERSHIP-ORGANIZATION WANTS TO RECEIVE SPONTANEOUS FEEDBACK FROM THE PARTICIPANTS OF THE COURSES THAT THE ORGANIZATION HOLDS.**

Via SurveyXact's API, relevant information about the participant can automatically be transferred from the organization to SurveyXact.

This information could for example be:
- Course name
- Date
- Time of completion
- Name of participant
- Phone number of participant

Shortly before the course ends, SurveyXact sends a text message with a link to a short evaluation form to each student. This way, the organization obtains a high response rate and gets feedback from the course participants at a time where they still have the experience of the course fresh in mind.

The instructor can immediately access the students' level of satisfaction with the course via a link to a SurveyXact Dashboard.

The people in charge of teaching can - also by using a Dashboard - create evaluation reports for selected courses and time periods. The purpose is to continuously improve the courses based on the students' feedback.

PERIODIC TEMPERATURE SURVEYS

CASE:

03 **A COMPANY WISHES TO MEASURE THE TEMPERATURE OF THEIR EMPLOYEES WELL-BEING AND THE PERCEIVED BEHAVIOUR REGARDING THE COMPANY VALUES ON A MONTHLY BASIS.**

The temperature form includes 10 short questions that are to be sent to all employees on the first working day of each month. The data collection lasts one week, after which the survey closes.

Via SurveyXact's API, updated employee and organization information is automatically transferred from the company's HR system to SurveyXact every month. Invitation and reminder emails are automatically sent to all company employees from SurveyXact.

When the temperature survey closes, the relevant satisfaction data is automatically transferred from SurveyXact back to the company's BI system. In the BI system, the company's managers can follow the development in the results from the temperature surveys and compare these with other data such as sickness absence and financial key figures.

WHAT DOES SURVEYXACTS API INCLUDE?

SURVEYXACTS API-SOLUTION INCLUDES:

- Documentation of the API functions.

- Consultant sparring regarding the implementation in your organization.

TYPICAL API FUNCTIONS:

- Automatic creation of respondents in SurveyXact incl. completed background information.

- Distribution at a specific time specified by your system. This means an individual time can be set for each respondent.

- Distribution of reminder emails to each respondent relative to the time of distribution of the invitation email.

- Return selected data from SurveyXact to your ERP system.

- Transfer of data from SurveyXact to the company's BI system for presentation of results.

Contact your customer manager at SurveyXact if you want to hear more about the possibilities of using SurveyXact's API solution.

ADVANTAGES OF AUTOMATING SURVEYS IN SURVEYXACT

By automating your surveys in SurveyXact you obtain following advantages:

ADVANTAGES	EXPLANATION
Efficiency	An automated SurveyXact survey can help you save many hours of manual work.
Flawless	You avoid the human errors that the manual handling of a standard job can cause.
Perfect timing	The survey invitations can be sent out to the relevant respondents at exactly the right time.
Individual follow-ups	It is possible to make an individual time plan for each respondent. For example, you can send out a reminder to each respondent exactly five days after they received the invitation.
Enrichment of your own ERP-system.	You can transfer chosen data from SurveyXact to your own ERP-system. This could be the respondents answer to the NPS-question which you can then combine with other relevant information. This way, the following dialog with the customer can relate to updated information on the customer.
Presentation of survey data in other reporting tools.	Data from SurveyXact can automatically be transferred to other reporting tools, so the respondents answers can be presented along with data from the companies remaining it-systems.