

# Product presentation

The Feedback Ownership Platform that makes feedback intelligence easily actionable to the right team.

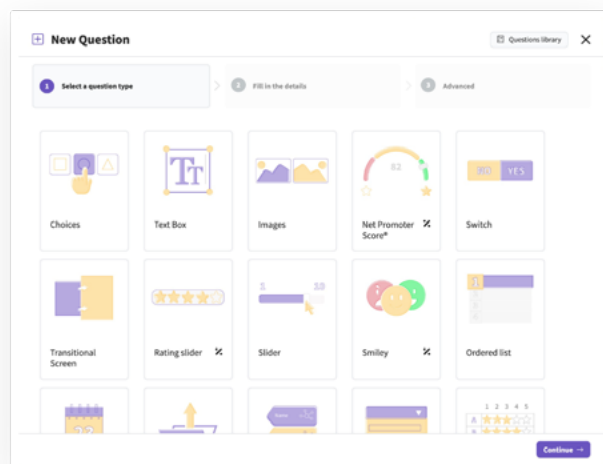
# Interactive survey builder



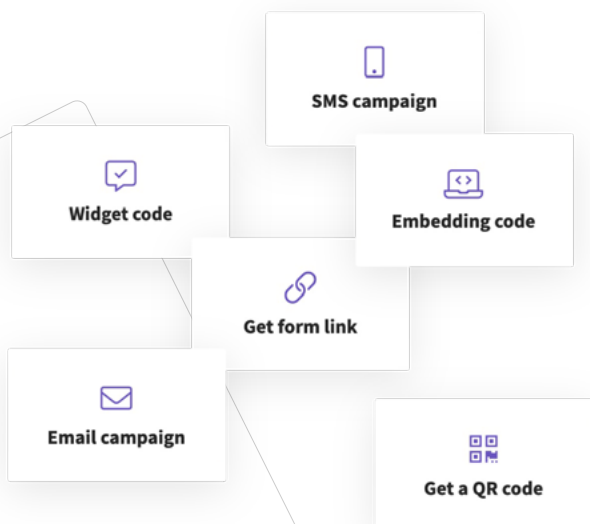
Feedier is an all-in-one platform that comes with a highly **interactive survey builder** to let you create **unique playful surveys** driving more responses and engagement while decreasing the response time. The average response time for Feedier's customers is 1 minute and 42 seconds.

Feedier's survey builder allows you to choose **between 15 interactive question types** and supports **multi-language**.

Save hours by re-using questions and templates from the libraries. Add a **conditional flow and logic operators** to show the right question to the right respondent.

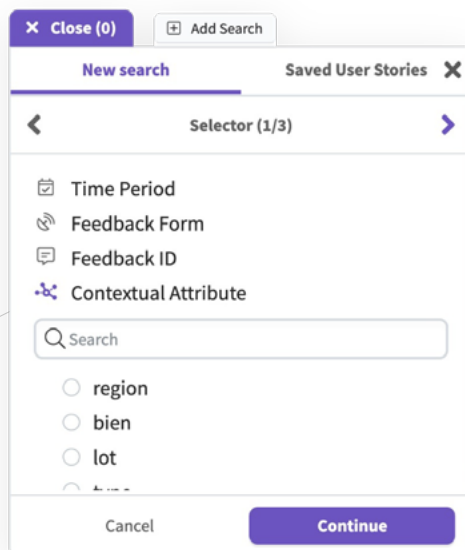
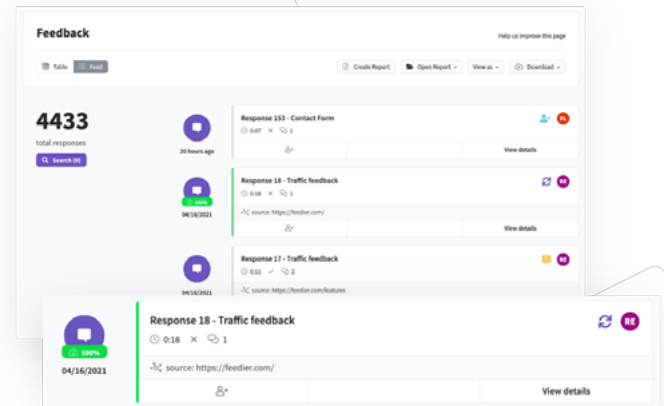


Easily share your surveys **across multiple channels** using web links, web widgets, sms/email campaigns, embedding code or even QR codes.



# Organize all your feedback signals

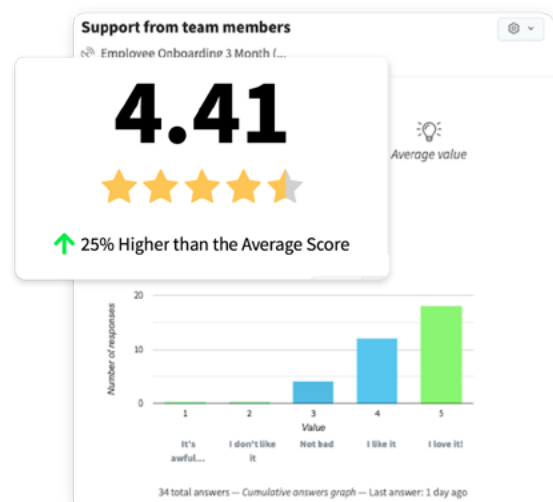
Feedier provides an **organized hub** that **gathers all your feedback data** in one place. Whether it is the responses coming directly from a Feedier survey (via web form, email, sms, etc.) or **importing your existing data** using the Feedier API.



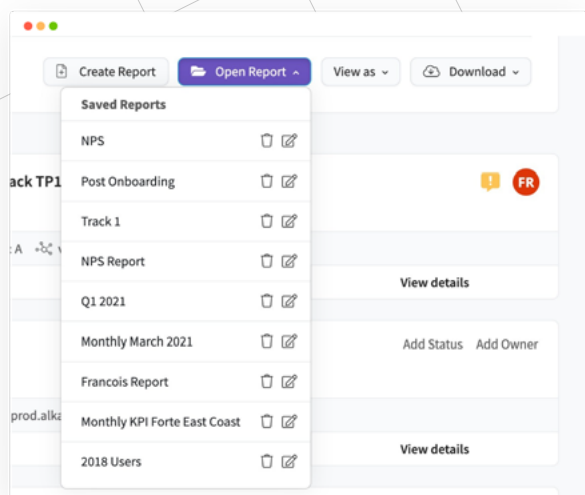
## Enrich your feedback by adding custom attributes

(metadata) that bring context to your feedback data and allow you to **create precise cohorts** and filter your feedback like never before. Feedier customers have an average of 4 types of attributes used to filter their feedback data.

Give a **dedicated dashboard** to the right teams in your company so that each one of them can **own their KPIs** and communicate on the results. Feedier gives teams **the data intelligence they need** to be actors of the organization's success.



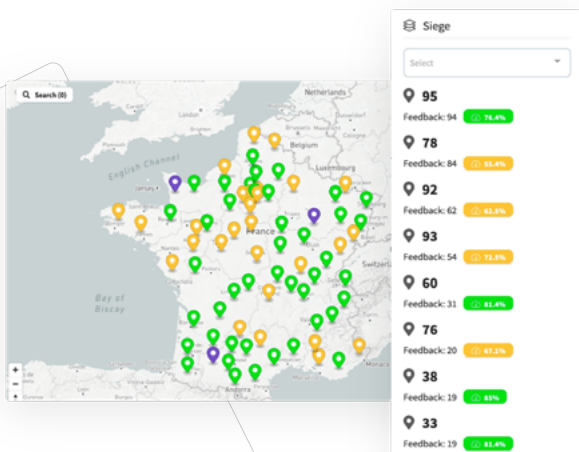
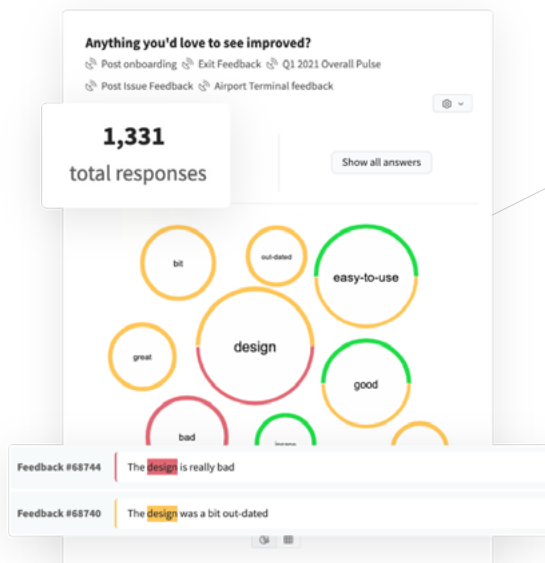
# Operate with powerful intelligence



Feedier makes it easy to **communicate internally**.

Generate a **qualitative PDF report** with all your insights in one place, annotate it, customize it and share it in only one click.

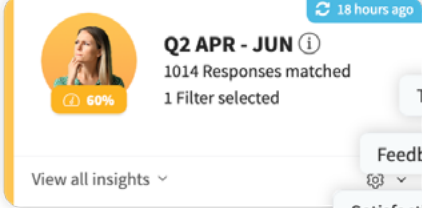
Save your team **manual and laborious work of long analysis** by using Feedier's **Text Analytics** and **Reporting modules**. Detecting key improvements while listening carefully to the voice of your customers and employees.



Using Feedier's **Geographical Report**, get a global view of the experience from both a **macro** and **micro** angle. **Empower local teams** with dedicated reporting while giving your team a holistic view of the satisfaction, NPS and needs in a visual fashion.

# Map your different journeys

Create meaningful **Stories** that segment your feedback data based on **20+ different filters**. Every Feedier Story supports multiple filters and **logic operators** to segment the corresponding feedback entries into one visual place.



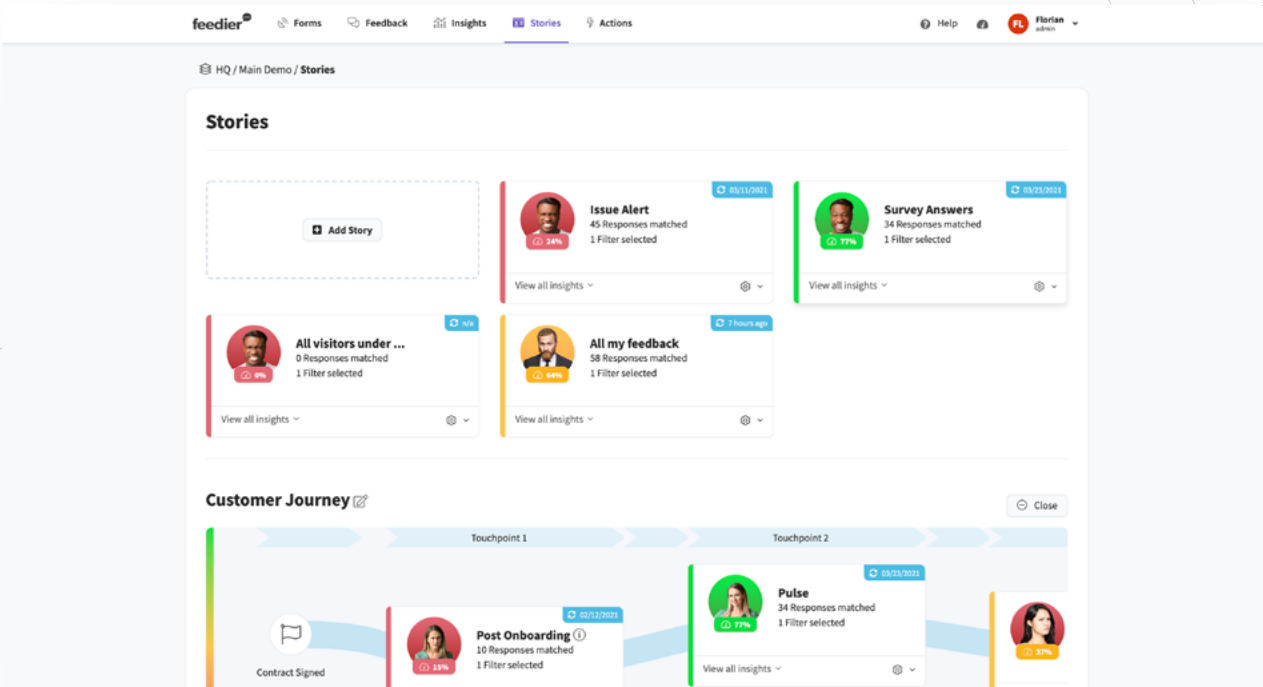
Q2 APR - JUN ⓘ  
1014 Responses matched  
1 Filter selected

View all insights ▾

Time Period ⓘ 🗑️

Feedback Form ⓘ 🗑️

Satisfaction Ratio ⓘ 🗑️



feedier® Forms Feedback Insights **Stories** Actions Help FL Florian admin

HQ / Main Demo / Stories

### Stories

[Add Story](#)

- Issue Alert** ⓘ 05/11/2021  
45 Responses matched  
1 Filter selected  
View all insights ▾
- Survey Answers** ⓘ 05/25/2021  
34 Responses matched  
1 Filter selected  
View all insights ▾
- All visitors under ...** ⓘ 05/25/2021  
0 Responses matched  
1 Filter selected  
View all insights ▾
- All my feedback** ⓘ 1 hour ago  
58 Responses matched  
1 Filter selected  
View all insights ▾

### Customer Journey ⓘ

Touchpoint 1 Touchpoint 2

Contract Signed

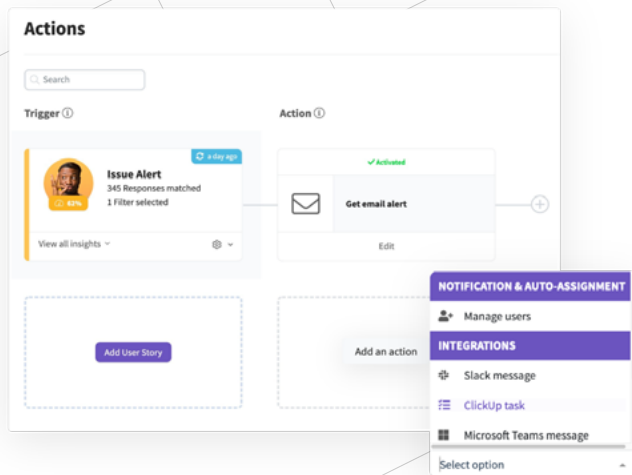
- Post Onboarding** ⓘ 05/11/2021  
10 Responses matched  
1 Filter selected  
View all insights ▾
- Pulse** ⓘ 05/25/2021  
34 Responses matched  
1 Filter selected  
View all insights ▾

Close

**Connect the dots by mapping** your Feedier Stories into **Feedier's Visual Journeys**. Your team get a **real-time understanding** of the different touch-points.

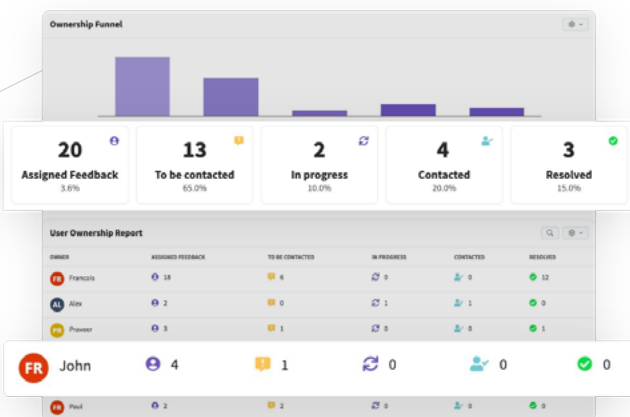
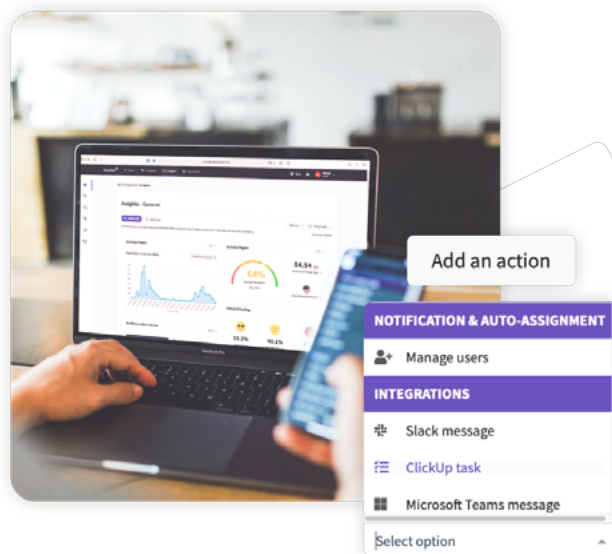


# Take instant actions



Give ownership to your team by **automatically assigning feedback to the right team member**. Align all members of your team in understanding and improving the user experience.

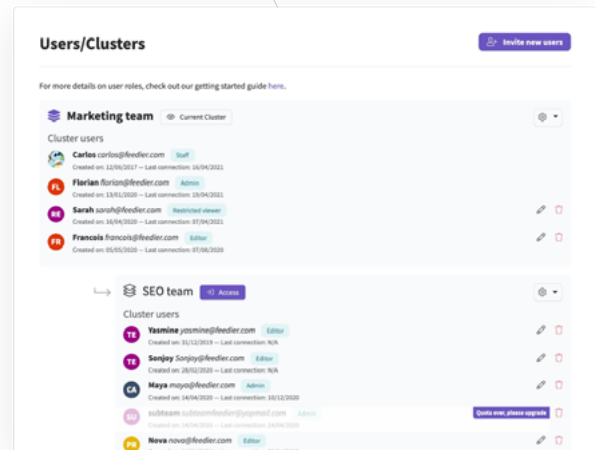
Integrate Feedier with **your business tools** to have an **automated and frictionless workflow** by **triggering Feedier Actions** such as personalized messages, tickets or tasks. Feedier connects with Trello, Asana, Teams, Slack, ClickUp, Zapier and more to make your feedback actionable at every step in your workflow.



With Feedier, **every feedback is unique**. Close the loop with your team by adding **comments** and setting up **live notifications** to be sent to the right team member. Give your teams **ownership of their data** and keep an eye on this organization with the interactive **Ownership Funnel** module.

# Enterprise level security

Feedier's **Cluster module** lets you organize different teams and departments within the same account. Clusters guarantee **strong privacy** with **different access levels**. Feedier also comes with **4 different user roles**: Administrator, Editor, Viewer and Restricted Viewer.



Feedier has a **strong internal policy regarding incident management** that is detailed in the [Feedier Security Overview Document](#).

Feedier is fully **compliant with GDPR regulations** and is hosted on AWS cloud. All data is written to multiple disks instantly, **backed up daily, and stored in multiple locations**.



If you have any questions, please contact us

Europe

North America

Email