

Net Promoter Score (NPS) Software Category



Net Promoter Score (NPS) Software Category

The Net Promoter Score (NPS) is basically an index varying from -100 to 100 that gauges the willingness of consumers to recommend an organization's services or products to others. It is utilized as a proxy to measure a consumer's overall satisfaction with an enterprise's service or product and their loyalty to the brand.

NPS software can be used to calculate your firm's NPS and to understand the reasons behind the figure. The solution typically leverages native text analytics to automatically evaluate verbatim feedback, and identify and quantify your company's strong points and areas for improvement. In short, the platform removes guesswork from logistics, support, or product issues that may impact your organization's NPS.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ▢ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ▢ Customer reference rating score
- ▢ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ▢ Total # of profile views on FeaturedCustomers platform
- ▢ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ▢ Social media followers including LinkedIn, Twitter, & Facebook
- ▢ Vendor momentum based on web traffic and search trends
- ▢ Organic SEO key term rankings
- ▢ Company presence including # of press mentions

COMPANY SCORE

- ▢ Total # of employees (based on social media and public resources)
- ▢ Year-over-year change in # of employees over past 12 months
- ▢ Glassdoor ranking
- ▢ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2021 Customer Success Awards

Check out this list of the highest rated Net Promoter Score (NPS) Software based on the FeaturedCustomers Customer Success Report.



MARKET LEADERS



TOP PERFORMERS



RISING STARS



* Companies listed in alphabetical order





ABOUT ASKNICELY



AskNicely is a customer feedback software that helps businesses improve customer experience and accelerate growth using the Net Promoter Score (NPS) framework. Collecting feedback and measuring NPS isn't hard, but making the score go up is. To win, you need your entire team focused on doing the right thing for every customer, every day. It's a culture problem, and driving culture isn't easy. But that's what AskNicely does better than any other customer feedback solution.



189

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We needed an NPS tool that integrated seamlessly with Salesforce. We looked at numerous options and chose AskNicely. It has been about 9 months and we couldn't be happier. We were up and running quickly plus it is easy to use, intuitive, highly configurable and integrates perfectly with Salesforce. Additionally, the AskNicely team is fantastic and always available to help.”



STU KRUPNICK
DIRECTOR OF MARKETING, UFP TECHNOLOGIES

“The metrics for reporting is the best feature to me. Several companies out there can do the NPS survey but the metrics and tracking has been amazing.”



AMY MANDERSCHIED
STARTCHURCH

“AskNicely fits well into our vision at Titus Talent Strategies as some of our employees' bonus plans are focused around their AskNicely NPS feedback. It's also important for us to get a quarterly pulse from our clients on how we're doing and the AskNicely platform allows us to gather this critical data as well as testimonials. So it's critical (the program) runs smoothly every quarter.”



PETER HAHM
VICE PRESIDENT, TITUS TALENT STRATEGIES

“So easy to use, and so valuable having the insights feeding directly into our organisation. The integration with Slack is A+.”



ALANA
STORYPARK

TRUSTED BY





ABOUT DELIGHTED



Delighted is a customer experience management solution that helps businesses connect with their customers – to learn, improve, and delight. Delighted is the fastest and easiest way to gather customer feedback and put it into the hands of those who can act on it. Using Customer Satisfaction Score, Customer Effort Score, and the Net Promoter System – a single question and an open-ended comment box – Delighted helps companies align customers' needs with business growth, monitor the voice of the customer over time, and keep customers coming back. Bose, Target, Uber and other beloved brands of all sizes trust Delighted to collect, distribute and analyze feedback to create more delightful customer experiences.



88

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“People like to know that they've been heard and that's why we prioritize employee feedback. With Delighted, we lean on its ease of use, the ability to simply upload our employee data, and with a click of a button – survey our entire team.”



KRISTINE MINTER
DIRECTOR OF HUMAN RESOURCES, CHOWNOW

“With a few clicks we're able to survey our customers and immediately gather feedback. We use the Delighted API to seamlessly integrate with our internal systems. NPS is a vital measurement for customer satisfaction and Delighted is the best way to measure NPS and gather feedback from your customers.”



JOSH BEAN
DIRECTOR OF MARKETING, BASE

“Delighted has been a great way to keep a pulse on our athletes and get a steady stream of feedback throughout the month. Measuring NPS trends month over month and going deep into the comments to pull out insights makes Delighted a product marketer's dream.”



MEGHA DOSHI
MARKETING DIRECTOR, STRAVA

“Every department looks to Delighted to get that feedback and understand our NPS score to really make sure that we are providing the experience based on our brand promise.”



RACHEL LACONTI
MANAGER, HAPPY RETURNS

TRUSTED BY

SONOS





ABOUT GETFEEDBACK



GetFeedback is a modern online survey software application that allows anyone to create visually engaging, branded, mobile-ready surveys in minutes. GetFeedback automatically formats users' surveys perfectly for those taking it on smartphones, tablets, and browsers. GetFeedback's mission is simple - to help companies understand and improve their customer experience with beautiful, easy-to-use software.

52

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“GetFeedback's comprehensive platform helps us measure and improve our end-to-end customer experience. It's so powerful and flexible, and the Salesforce integration is key.”



LAUREN JENKINS
BUSINESS DEVELOPMENT, TWITTER

“GetFeedback empowers us to easily measure our customer experience and identify key drivers behind customer satisfaction. With GetFeedback, we've seen an incredible 14% lift in customer satisfaction. Their powerful Salesforce integration also enables us to connect feedback data with operational data to quickly access insights and take action.”



MIKE CANCEL
OPERATIONS MANAGER, PANDORA

“GetFeedback is highly innovative. We now can spot trends among our customer's feedback and take immediate action to improve customer happiness.”



ARDALAN ZANDIAN
SR. ONLINE MARKETING MANAGER, EARGO

“GetFeedback provides the real-time customer insights that we need to take action. Our survey completion rate has skyrocketed to 94%, and our costs have gone down 95%.”



MYSHKA SANSON
GLOBAL CUSTOMER ADVOCACY LEAD, SKI-DOO

TRUSTED BY





ABOUT INMOMENT



InMoment™ is the leader in Experience Intelligence (XI), transforming metrics into meaning to drive high-value business decisions and relationships with both customers and employees. The company's cloud-native XI Platform is engineered with data science at the core, and specifically architected to harness intelligence from across the entire experience ecosystem to deliver clear business value. The platform features three clouds that all work seamlessly together to give companies a comprehensive understanding of the most important factors impacting their bottom lines, including: Customer Experience (CX) Cloud, Employee Experience Cloud, and Market Experience Cloud. InMoment's approach of providing strategic technical, best practice and thought leadership support ensures that their nearly 500 brands across 95 countries realize maximum business impact.

151

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We realized that to improve our NPS score and other metrics, we needed to move beyond the basic survey tools we'd been using to create a more modern, cohesive, and data-driven customer experience program. This was a big, ambitious step for us, so we knew we would also need an experienced, capable CX partner to help us get there.”



JON BERLIN
PRESIDENT AND CHIEF EXECUTIVE OFFICER, CHEVRON FEDERAL CREDIT UNION

“Voice of Employee feedback is an essential element in truly understanding both employees and customers. Working with InMoment to understand customers and employees in such a holistic way is giving us a level of insight into our business we've never had before.”



REVOLUTION BARS GROUP

“With the support of InMoment's team and their platform, we were able to set up a comprehensive yet easy to use survey and reporting tool. In a matter of seconds, the tool derives the characteristics associated with customer satisfaction and product quality, enabling us to identify areas for organisational improvements and as a result CX improvements.”



PETE HOGG
DIRECTOR CUSTOMER MANAGEMENT, THE BRITISH COUNCIL

“We now have a relationship survey that shows us our NPS, how easily customers feel it is to work with us, and how much value, trust and confidence they have in the brand as a whole.”



BENJAMIN EASAW
SR. DIRECTOR, CUSTOMER EXPERIENCE RESEARCH, THOMSON REUTERS

TRUSTED BY



TIFFANY & CO.





95

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT NICE SATMETRIX

NICE Satmetrix

NICE Satmetrix is the leading global provider of customer experience management software for companies who know that customer experience drives success. Their flagship product, Satmetrix NPX, delivers powerful, cost-effective customer experience management in a complete, always-on SaaS solution. The world's most forward-thinking companies choose NICE Satmetrix to help them build and manage customer experience programs that deliver bottom-line results.

Featured Testimonials

“Satmetrix had the intellectual horsepower to deliver more than just data. Satmetrix had the experience, analysis, user interface, credibility and comparative data to help us achieve our goals.”



SIMON LYONS
DIRECTOR OF MARKETING & COMMUNICATIONS, AGGREGO

“With Satmetrix Cloud-based software, we're able to build out a picture of the different elements of our business that combine to create the whole customer experience. We break the score down by geographic location (U.S., Canada and Europe); by distribution center, to measure product print quality; and by the type of software used on our website to create the books. This way, we can see how each of these aspects play into our overall Net Promoter Score.”



CLAIRE HAWLEY
SENIOR PRODUCT MARKETING MANAGER, BLURB

“Customer satisfaction has been part of RagingWire's company DNA since we started back in 2001. Transitioning to the NPS system in 2012 offered an established framework and system to measure customer loyalty, a more sensitive indicator of a customer's experience. The NPS operating model gives us the opportunity to benchmark our data, manage ongoing customer engagement programs, and compare our progress to those of our competitors, all while informing overall business decisions with a metric that carries weight at the Board level.”



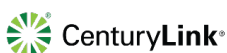
JASON WECKWORTH
VICE PRESIDENT OF DATA CENTER OPERATIONS AND CHIEF CUSTOMER OFFICER, RAGING WIRE

“We are now tracking customer service more closely than we ever have in the past. NPS has encouraged each store to focus on its customer-centric culture, by posting our scores on digital boards, providing on-going coaching and training, and rewarding employees who are delivering an unmatched customer experience.”



CHRIS DYSON
BUSINESS DEVELOPMENT DIRECTOR, BOB MILLS FURNITURE

TRUSTED BY







*** 52

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT CUSTOMERGAUGE

CustomerGauge

CustomerGauge is a software-as-a-service platform that helps clients improve customer experiences. The system automatically measures, analyses feedback and has close-loop tools to retain customers better, and reduce churn, all based on the industry standard metric Net Promoter System. Results are published and analyzed in real-time, using a highly customizable and flexible reporting tool, making it suitable for global enterprises. CustomerGauge was launched in 2007. Headquartered in Amsterdam (base for all development and marketing), it has offices in Boston and a growing Asia/Pacific business. Clients include Electrolux, Philips, WoltersKluwer, AEGON, Ziggo, Tommy Hilfiger, Melitta, H&R Block and Alphabet/BMW.

Featured Testimonials

“CustomerGauge allows us to take client feedback and move swiftly to focus on targeted relationships. Survey data will always assist you on a macro level of identifying trends and areas of improvement. However, once you get to a certain level of NPS achievement, it is important to continue to use software tools like CustomerGauge to help and monitor the drivers of satisfaction so you can continue to improve. But, more importantly, use the tool to access and understand when client relationships begin going ‘off the rails’.”



MITCH RENO
DIRECTOR OF CUSTOMER EXPERIENCE, REHMANN

“CustomerGauge is a best-of-breed NPS platform, and we are a best-of-breed CRM, marketing and customer service solution. Together it was a perfect fit.”



HANS CHR. GRØNSLETH
DIRECTOR OF DIGITAL CUSTOMER EXPERIENCE, SUPEROFFICE

“CustomerGauge provided us with a state of the art NPS system, reacted quickly to our questions, and gave us proactive tips for improvements.”



MARC BLOEMRAAD
MARKETER, ALPHABET

“CustomerGauge & NPS tool gets anonymous feedback from our employees and then we segment the feedback into categories. This allows us to find the bigger things that pop up that the majority of employees want changed.”



COLLEEN DOBBIN
HUMAN RESOURCES, VERAFIN

TRUSTED BY





ABOUT NICEREPY



Nicereply is a customer satisfaction survey tool built for support teams. Create and send beautiful one-click surveys to measure Customer Satisfaction, Net Promoter Score & Customer Effort Score. Nicereply helps hundreds of support teams at companies like Microsoft, Lenovo, Hubspot, and Buffer to measure and improve the quality of their customer service.

52

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We review our Nicereply scores every week during the team call and make sure to celebrate wins on the Support side. And over the month, we look at our average score to ensure we’re upholding a positive experience for our customers. Nicereply is so easy to use and intuitive for our customers and our team as well. Having KPIs attached to customer satisfaction helps our team elevate our approach with our clients.”



COOLEAF

“We have group objectives. Specifically, we set ourselves an aggressive Nicereply score that we aim to achieve as a group on a weekly basis. We also have performance goals for each agent that are focused on their ticket resolves, individual Nicereply score, and quality score.”



NYKKI YEAGER
CUSTOMER SERVICE MANAGER, IPSY

“Nicereply’s analytics and the ability to see scores for particular agents and sales was another game-changer for our operation. We could quickly identify the all stars, as well as the situations in which more training might be needed. When you can easily monitor and respond to any negative feedback within an hour, it builds loyalty and trust.”



AIRTREKS

“We selected Nicereply because it had great reviews, was reasonably priced, and met all our requirements. Additionally, we noticed the ability to create an NPS and Customer Effort score, which are being considered for future metrics.”



BOB BARKER COMPANY

TRUSTED BY





ABOUT SURVEYSPARROW



SurveySparrow lets you turn surveys into conversations. With a conversational interface, SurveySparrow enables users to create and share highly engaging, mobile-first surveys that offer a chat-like experience. SurveySparrow Recurring Surveys let you send surveys at regular intervals to gauge customer or employee pulse.

17

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“SurveySparrow is pretty simple to use. We're really happy with the recurring surveys. We liked the interfaces, the type of options, formatting, logic. And of course, over time we also liked the fact that you guys are very supportive and tune in to our requirements.”



MASSIMILIANO DE ZAMBOTTI
RESEARCH SCIENTIST, SRI INTERNATIONAL

“We have been very satisfied with SurveySparrow and their customer support. The survey platform has helped us to gather user feedback in a very efficient way and their customer support has been very helpful and fast with any questions or problems.”



JAAKKO JALKANEN
BUSINESS MANAGER, BRELLA

“SurveySparrow has revolutionized the feedback form. The conversational style offers a fresh take on information gathering whether it be feedback from your audience, gathering information from leads to determine if they are a solid fit, or client on-boarding.”



PARISA VASSEI
FOUNDER, PARISA CONSULTING

“The customer support is also excellent - I particularly like the real-time chat. It was clear the customer experience team would be extremely helpful in supporting me through my whole experience. For these reasons, I was sold on SurveySparrow from the beginning!”



KATHERINE STEVENS
MARKET INTELLIGENCE AND STRATEGY MANAGER, PAYSAFE

TRUSTED BY





ABOUT SURVICATE



Survicate is the fastest way to collect feedback from customers. Survicate allows you to survey specific groups of your website visitors to understand them better. Uncover their needs, expectations, objections and characteristics. Adjust your website and services to their needs to grow your business.

52

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Survicate is an easy to use tool that allows us to collect NPS (Net Promoter Score) data on our website. We had a company-wide goal to reach an NPS score of 50% in 2015, which we easily achieved and we have now set ourselves to reach an 80% NPS score during 2016.”



CHARLES DEAYTON
MARKETING COMMUNICATIONS MANAGER, UBT IT&T SERVICES

“Survicate has all we need to do NPS. We can measure NPS via any channel, calculate the scores, analyze results, and automate following up with detractors, passives and promoters!”



MICHAŁ SKUROWSKI
CHIEF EXECUTIVE OFFICER, LIVESPACE

“I love how the Survicate & Slack integration helps my team receive CSAT and NPS responses in real time and follow up immediately if needed. These responses are fed directly from the integration Survicate has with Zendesk!”



BRANDON ZISA
DIRECTOR OF CLIENT SUCCESS, VESTWELL

“Survicate's web survey targeting is limitless. We pull custom attributes from our digital product to ask the right questions to the right people at the right time. That's why our results are never skewed!”



ADAM COOMBS
SENIOR MANAGER OF DIGITAL SALES, ADIDAS

TRUSTED BY

pipedriven

Uber

T-Mobile



BRAND24



ABOUT ZENLOOP

zenloop

zenloop is a NPS feedback management platform which improves customer retention by using the Net Promoter System® (NPS) framework. zenloop's SaaS platform collects quantitative and qualitative feedback through various channels (link, email, website or each embedded). All surveys are easy to reply and achieve high response rates of 30-50%. Their smart label technology analyzes the feedback and automatically identifies all relevant insights and trends. Companies can easily close the feedback loop with their customers and initiate internal processual improvements. zenloop boosts customer relationships and empowers customer centricity in organizations.



31

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“By integrating zenloop at various touchpoints, we get an accurate picture of the satisfaction of our customers and their purchasing behavior. We can determine specific repurchase rates and develop actions according to the different rating types as well as to the customer value. The extensive features, such as the live feed from zenloop, enables us to carry the visual feedback into the company and thus continuously increase our customer-centricity.”



THOMAS SPENGLER
CHIEF CUSTOMER OFFICER, INTERNETSTORES

“By querying and analyzing NPS with zenloop, we can clearly determine the satisfaction of our partners and the key reasons for it. We use this information to continuously improve our product and service. For us, the NPS is a Retention Indicator that not only provides us with information about the needs of our partners but also enables us to respond to them in a targeted way.”



RAFAEL STRASSER
CONSULTANT BUSINESS DEVELOPMENT, AROUNDHOME

“The easiest way to implement and roll out the entire Net Promoter System from A to Z - fully automated.”



NANA LOHMANN
CHIEF MARKETING OFFICER, SHOP-APOTHEKE.COM

“The only NPS platform [that] collects actionable feedback, analyzes responses for insights and closes the loop - all in one place.”



JAKOB KELLER
FOUNDER & CEO, KELLER SPORTS

TRUSTED BY







ABOUT LUMOA

LUMOA

Lumoa helps enterprises take their customer experience into control. In many companies, the customer experience is measured, but results are not actionable. Lumoa's online service helps companies get fast customer insights across 60+ languages and focus on improvements instead of data. Their online service uses NPS (Net Promoter Score) or other customer experience metric scores, text feedback and customer-specific background information as a basis for analysis.

43

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The best thing with Lumoa is that we can easily see what our customer appreciates and also what isn't satisfying them. Lumoa helps us in seeing beyond the numbers. Understanding what drives the customer experience of our loyal customers helps us in sharing the best practices and improving our performance every month.”



JUHANA LAMBERG
COUNTRY MANAGER, MUSTI GROUP

“Thanks to the feedback, I learn more and more about what is happening inside our dentist offices every day. The voice of the customer is now an essential part of our development process and Lumoa provides the answers to the questions we have and leads us to the customer-feedback based decisions.”



KAISA MIKKOLA
HEAD OF THE CLINIC, HYGGA

“We use Lumoa to get deeper dives into customer feedback and find specific details. Customer experience has become a vital part of any project. With the data, we have been able to validate several hypotheses. We know exactly what our customers would prefer, and we are already working on it. Lumoa has given our customer voice a permanent sit at the discussion table and made it a part of daily routines and conversations.”



JOONAS TUNTURI
DIGITAL DIRECTOR, TERVEYSTALO

“NPS has been a good metric to benchmark and help brands understand the overall outcome of their experience. The real value is in the “WHY”. A lot of companies will chase the score but customer-centered companies will dive into the “why” to discover what is creating the experience and move to action to circle back to the customer or design new experiences. Here NPS becomes less about the score and actually about the experience.”



DIANE MAGERS
CHIEF EXECUTIVE OFFICER, CUSTOMER EXPERIENCE PROFESSIONALS ASSOCIATION

TRUSTED BY

SUUNTO

Telia

MUSTI
GROUP

hygga.

Fonecta®



ABOUT PROMOTER.IO

Promoter.io
by Medallia

Promoter.io helps companies understand the true 'voice of the customer' by allowing them to easily build, launch, measure, engage, and take action on Net Promoter campaigns, all in one place. The Net Promoter Score (and system) is one of the most critical business metrics that a company can measure, and when implemented properly, it can have extremely beneficial results on business growth and customer loyalty. Promoter.io has changed this by offering a web-based platform to easily build and manage your campaigns. Not only can you easily collect scoring data but they make it easy to manage the incredibly important raw feedback that comes along with it. This is where the real value is. Do deep analysis on customer feedback, engage your entire organization or team, follow-up and track historical data without having to use multiple systems.

34

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We love Promoter. It's easy to use and has helped us figure out exactly how we can better our processes to serve our customers.”



JORDAN SHORT
MARKETING SPECIALIST, NORTHLAND COMMUNICATIONS

“Simple and inexpensive tool with great support resources, blogs, best practices, etc. Easy to implement and big impact on customer engagement!”



KATIE NIX
VENDINI

“We looked at many different NPS solutions before choosing Promoter and there was no contest between them. Promoter offered the most robust set of analytics, integration, and facilitation. It's not just about the score, but about the conversations that the score starts. We didn't use any other product because we could see that Promoter was hands down the best option out there.”



RICHARD KOTULSKI
MARKETING MANAGER, SIGHTBOX

“We set ourselves the challenge one morning to begin measuring NPS, so we found a simple solution that seemed easy to use. It was great at first, but after a few weeks we really wanted to dig deeper on the data and add in some of our internal user properties to understand things better. Ultimately we switched to Promoter.io and life has been great ever since.”



JAMES GILL
CHIEF EXECUTIVE OFFICER, GOSQUARED

TRUSTED BY

TaxJar
a stripe company

rackspace
technology

LiveChat

helpsystems

groove
SUPPORT, SIMPLIFIED



ABOUT RETENTLY



Retently is a Customer Success Platform for subscription businesses. It helps increase revenue and customer retention by gathering, processing and enriching various business data and providing enhanced tools for improving customer communications and reducing customer churn.

14

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“I really like how intuitive and easy it was for me to send my first survey. I was able to upload a logo, customize questions, link to my MailChimp customer list, and send the survey in under 20 minutes. You can't beat that.”



KELLIE ANDREWS
FOUNDER AND CHIEF CONNECTOR, HUNTSVILLE HUB

“We've been blown away by the response rate of in-app surveys. Using our old solution, our response rate was about 13%. Over the last 24 hours, our response rate has been 52%. This has been a fantastic result and I really appreciate how responsive and helpful Retently has been.”



CHRIS BRUBAKER
SVP, MARKETING, SUKI

“Everything is easy to find and is very flexible. The support from the Product team is outstanding and will often take suggestions from clients and implement. I feel like my voice and concerns are being heard.”



NERISSA ROBERTS
SENIOR OPERATIONS MANAGER, FORGOOD

“The product is easy to use, yet includes a lot of relevant features, and gives us a great overview of the NPS results. The service is exceptionally good. We always receive instant answers to any question and personal demonstrations if it's required.”



ANJA HARTZELL
CUSTOMER SUCCESS OFFICER, WIZDOM INTRANET

TRUSTED BY

Absolunet.





ABOUT SIGHTMILL



SightMill platform allows you to deliver Net Promoter Score (NPS) surveys on your website, via email, and via mobile at live events. The software provides sophisticated analysis tools, integration with third-party software and smart automation workflow to ensure your teams get feedback and respond effectively. They use the Net Promoter Score framework to help you drive better understanding of customer needs - through improved customer service and great product development.

*** 20

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Loved the links to Slack - our teams know instantly when there's customer feedback for their department.”



GORDON TEES
CHIEF EXECUTIVE OFFICER, MAILZINGER

“Having seen the benefits of NPS in other businesses, I was keen to introduce NPS into HomeSwapper. As such, I'm very pleased to say that working with SightMill NPS is transforming the way we approach product development and customer satisfaction within HomeSwapper - which is the lifeblood of our organisation. It's incredible how such a simple tool can have such an impact on the future of our business.”



CHIEF EXECUTIVE OFFICER
HOMESWAPPER

“It's really powerful to hear and act on the feedback from our delegates in real-time to make our training experience even better; the SightMill team has been great at helping us achieve this.”



JELENA SEVO
DIRECTOR, TOLLEY

“I'm really impressed how SightMill makes it so easy to get real-time customer feedback via our website and after live training events.”



JONATHAN MAMA
CHIEF EXECUTIVE OFFICER, SKORCH OUTDOORS

TRUSTED BY

SKORCH



fastcase

**English
Language
Learning**

Bride2Bride