

rekommend

Rekommend.io User Guide

Version 1.1 - updated June 2017

Step 1. Type your desired question in the create question box and click **Create Question button**

ID	Question URL	Response#	Responses	Language	Type	Touched
	Would you recommend TechCo to a friend ?			english	NPS	

Create question

Note, your question now appears in the list of questions, with its unique ID

Questions

ID	Question URL	Response#	Responses	Language	Type	Touched	Edit	Delete
4990	Would you recommend TechCo to a friend ?	0	None Yet	english	NPS	23 May 20:55	Edit	Delete

Step 2. Copy the unique link for your question

Hover your mouse over the created question, right click and select Copy Link. Each question has its own unique link - this is the link that you will send to your audience, which they will click on to provide feedback to that question.

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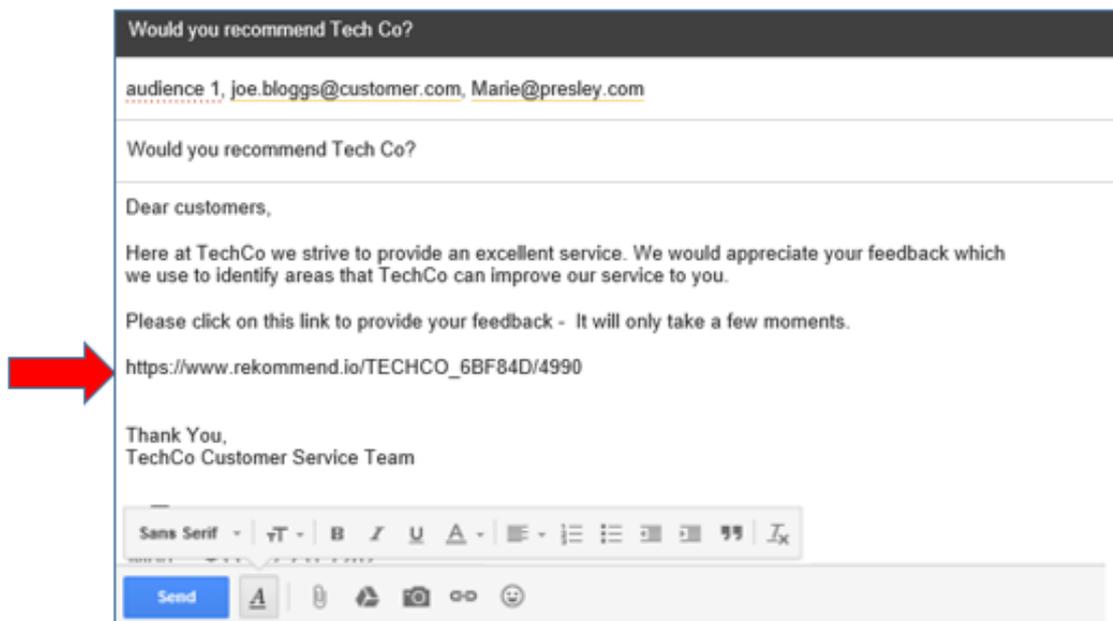
ID	Question URL	Response#	Responses	Language	Type	Touched	Edit	Delete
4990	Would you recommend TechCo to a friend?	0	None Yet	english	NPS	23 May 20:55	Edit	Delete

Wo	end...	english	NPS
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[Create question](#)

Step 3. Invitation Email.

Create your email inviting your audience to click on your question link to provide feedback to your question. You can simply paste the copied link into the email or you can hyperlink some text such as 'Click Here' including your unique link to the hyperlinked text.



Step 4. Review your feedback

The number of people who click on the link provided and leave a score or comment will be reflected in the green button (Number of responses). Click the number in the green box to open a PDF report with your score and the list of feedback comments.

Clicking the Responses blue button opens up a list of the raw data in excel format ready for you to highlight, cut and paste into Excel for analysis and formatting reports.

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Questions

Question URL	Response#	Responses	Language	Type	1
How satisfied are you with TechCo service?	0	None Yet	english	CSAT	2
Would you recommend TechCo to a Friend?	15	Responses	english	NPS	2



Step 5. Take action to improve your business

Congratulations! You now have started engaging your members, customers or employees and have both a trackable score and a list of whats working well and where improvement opportunities lie. You can now consider these actions to start b=getting business value:

- 1) **Prioritise improvement actions.** Be realistic. Tackle the biggest issues first. Improve one thing at a time.
- 2) **Share the feedback with your team** - great way to engage them and recognise what is working well in addition to getting their buy in for improvements. Consider a team lunch as a recognition for excellent feedback. You are now creating a more customer centric culture. Simply!
- 3) **Get the business benefit** - start talking about your customer focus and your new process - mention it to customers, on your website, to potential new team members, in new business proposals.
- 4) **Close the loop back to your audience** who gave feedback. Thank them and provide a high level summary of what the key findings were and what you plan to do with it. They are now engaged and are more likely to respond the next time you ask for input or feedback.
- 5) **Plan the next step in your improvement program.** Rather than a one-time event, have a regular feedback process, as a customer service quality check. Track your score, continue to improve and celebrate the positives with your team.

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If you have any questions or comments you can reach us at feedback@rekommend.io
or on Twitter @rekommend_io

