

We are thrilled to introduce DIY Surveys for Mobile Operators, a cutting-edge SaaS survey solution tailored exclusively for Global Mobile Telecoms Operators.

License-free survey software, integrated directly into your Short Message Service Center (SMSC), will revolutionize your approach to Ad Hoc and Enterprise VoC customer insights and experience management.

Effortless Integration:

Seamlessly integrate DIY Surveys into your SMSC with a quick 3-hour setup period. The software is meticulously designed to ensure a smooth and efficient integration process.

Conversational 2-Way SMS and Chat Surveys:

Engage with your customers through dynamic and interactive surveys using the power of 2-way SMS and Chat solutions. Capture real-time feedback in a conversational manner, enhancing the depth and quality of insights.

Proven Success:

16-year mobile survey pioneers, we have successfully supported multiple Mobile Operators (e.g., T-Mobile, EE, Orange, UScellular, Lime, etc.) and Customer Experience Management (CXM) platform providers.

Integration with Leading VoC Providers:

DIY Surveys effortlessly integrates with market leading VoC and Experience Management providers e.g. InMoment, Medallia, Qualtrics, and more. Enhance your existing Voice of the Customer (VoC) programme, we'll provide the same free trial to your VoC provider.

Flexible Data Handling:

DIY Surveys accommodates any data format through the Data IO feature, allowing you to import samples, run surveys on your networks, and automate result exports on a schedule that suits your reporting needs.

2-Month Unlimited Use Free Trial:

We are so confident that DIY Surveys will enhance your day to day customer and employee insights that we're offering a 2-month unlimited use free trial. This includes unlimited SaaS accounts (linked for collaboration), SMSC integration, comprehensive training, and support.

Start today!

To take advantage of this exclusive offer and elevate your Ad hoc, Cross-functional, and Enterprise VoC programme insights, contact

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Step 1: Create your survey.

diy surveys Survey Customer Service Survey Pricing Resources Inbox

1 Design Survey 2 Select Respondents 3 Make Survey Live

Questions

- [Q1] Q1/5. How satisfied were you with the quality of your customer service experience with us? Reply with a number where 1=V satisfied, through to 5=V dissatisfied
- [Q2] Q2/5. How well did we understand your questions and concerns? Please reply with a number between 1=Extremely well, and 5=Not at all well.

Question Identity* Q1

Q1/5. How satisfied were you with the quality of your customer service experience with us? Reply with a number where 1=V satisfied, through to 5=V dissatisfied

Properties

Question Type Single Answer

Default Answer

Mandatory

To Library

Logic

GSM Latin UNICODE 159 1 Segment

Step 2: Upload respondents either manually or automate schedule.

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1 Design Survey 2 Select Respondents 3 Make Survey Live

Which Respondents would you like to invite to your Survey?

Upload Your Respondents

Upload your own respondents using our respondent upload template and we will analyse them for the best delivery options.

Use Your Previous Respondents

You have 12 previous Respondent list(s) uploaded.

Make Surveys Live Your Way

Having created your DIY Survey, you want to: embed it in your website, an email signature, post a link in social media, send via your own Email, SMS or Chat App, or generate our QR code and TinyUrl for respondents to engage with.

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Summary Data Message Insights Text Analysis Reporting Import/Export

Definitions

Panel Data

Panel data can be imported into a running survey to continue to boost the feedback data you are looking for.

CSV TSV Excel PIPE Fixed JSON SPSS

Comma separated values

A Comma Separated Values (CSV) file is a plain text file that contains a list of data. These files are often used for exchanging data between different applications. For example, databases and contact managers often support CSV files. These files may sometimes be called Character Separated Values or Comma Delimited files. They mostly use the comma character to separate (or delimit) data, but sometimes use other characters, like semicolons. The idea is that you can export complex data from one application to a CSV file, and then import the data in that CSV file into another application.

More Options

Uncompress data from zip file

Headings included

Number Lookup Settings

Apply Dedeuplication Rules

Step 3: Schedule your survey.

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Design Survey Select Respondents Make Survey Live

Survey will go live: **Now** Later

Ends 26/02/2024, 12:46:46

More Options

Interview Timeout
You have the ability to increase or decrease the interview time period from 3 days. It allows you to leave an interview open for an individual for a specified period of time after which they will be timed out and unable to complete the survey.

Timeout Value: 3 Days

Invite Windows
Invite Windows allow you to control (within the schedule) when invites can go out. This is particularly useful when you have SMS going out that take time to send and you only want them to go out within specific windows of time so that it does not contravene country legislation (typically 8am to 8pm is ok) and/or annoy the recipients. Use multiple windows to refine the times for different days and/or multiple times on the same day.

Note: For invites using mobile numbers, all times are adjusted for the time zone of the destination country.

From 12:00 AM To 12:00 AM for the following days Sun Mon Tue Wed Thu Fri Sat

Support

Step 4: Review your results online and export.

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Summary Data Message Insights Text Analysis Reporting Import/Export

From 18/02/2024, 12:54:57 To 23/02/2024, 12:54:57 Filter by Country Filter by a number Message Type All Direction Both Receipt Status All

Filter by message content

Search A total of 11 messages were found.

Tran Date	Survey	Country	Source	Destination	Direction	Message	Type	Seg	Status
Feb 23, 2024, 12:54:52 PM	Customer Service Survey	United Kingdom	DIYSurveys	447787570811	Outbound	Many thanks for taking the time to complete our survey. We are working hard to listen to your feedback and improve our customer service for you in future.	SMS	1	Delivered
Feb 23, 2024, 12:54:52 PM	Customer Service Survey	United Kingdom	447787570811	447307309618	Inbound	Received my phone repair in great time many thanks	SMS	1	Received
Feb 23, 2024, 12:54:24 PM	Customer Service Survey	United Kingdom	447307309618	447787570811	Outbound	Q5/5. Please reply with any comments you feel would help us to improve our customer service. If you have no comments please reply NO to complete this survey.	SMS	1	Delivered
Feb 23, 2024, 12:54:23 PM	Customer Service Survey	United Kingdom	447787570811	447307309618	Inbound	1	SMS	1	Received
Feb 23, 2024, 12:54:15 PM	Customer Service Survey	United Kingdom	447307309618	447787570811	Outbound	Q4/5. How much time did it take us to complete your service request? Reply with a number between 1 = Much less than expected, and 5 = Much more than expected.	SMS	1	Delivered
Feb 23, 2024, 12:54:15 PM	Customer Service Survey	United Kingdom	447787570811	447307309618	Inbound	1	SMS	1	Received

Support

diysurveys Summary Customer Service Survey Pricing Resources Inbox

Summary Data Message Insights Text Analysis Reporting Import/Export

Q2 Q2/5. How well did we understand your questions and concerns? Please reply with a number between 1=Extremely well, and 5=Not at all well.

Question Properties

Question Label: Q2 Q2/5. How well did we understand your questions and concerns? Please reply with a number between 1=Extremely well, and 5=Not at all well.

Color Scheme: vivid

Group Results: Time Profile

Group By*