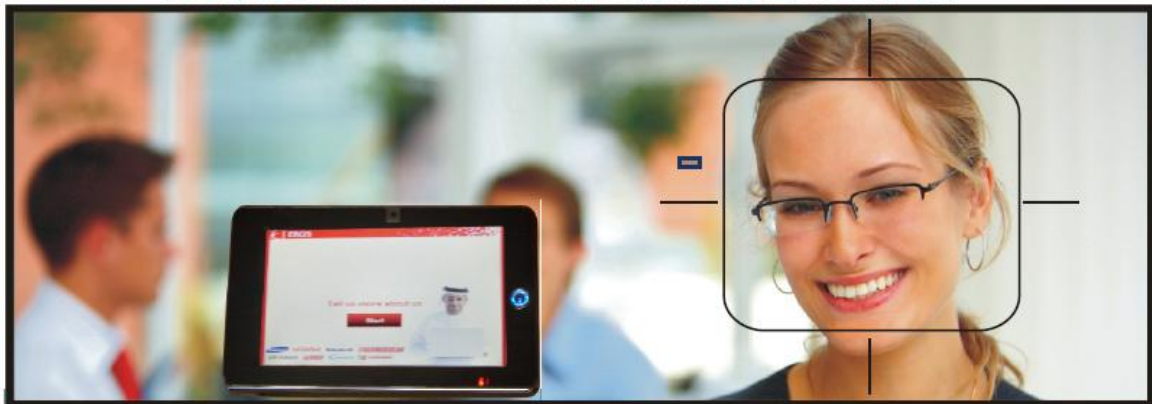


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YOUR CUSTOMERS... IGNORE THEM... THEY MOVE ON

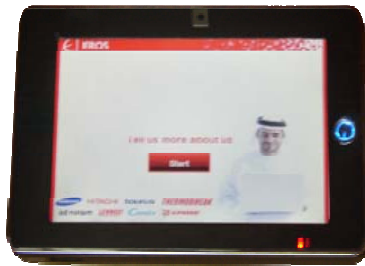


EXCEED THEIR EXPECTATIONS... THEY BRING YOU MORE CUSTOMERS...

Insight 360° CUSTOMER FEEDBACK SYSTEM

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Handhelds



- Touch Screen Device with 7"/WVGA TFT 800*480 pixels
- Networked/Standalone
- Camera and Digital Signature
- Wired/Wireless
- 25 surveys at any given instance
- Removable battery with 4800mAh, Up to 5 hours

Kiosk/Lobby Models



- Sizes from 15" to 42" LCDs with touch screen features
- Networked/Standalone
- Card reader, receipt printer
- Keyboard/Onscreen keyboard option
- Wired/Wireless
- Unlimited surveys
- 100-240 V AC

Wallmount



- 15" TFT LCD
- Networked/Standalone
- Barcode reader, Keyboard/ Onscreen keyboard option
- Wired/Wireless
- Unlimited surveys
- 120W Power adapter

HSBC The world's local bank

In terms of the service you expected from the Officer(s), how would you rate your satisfaction with

	Good	Very Good	Average	Poor
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good Listener	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Professionalism	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous Next

Connect Watch Listen

Talk Live Play **PLUG-INS**

Please enter the Invoice Number

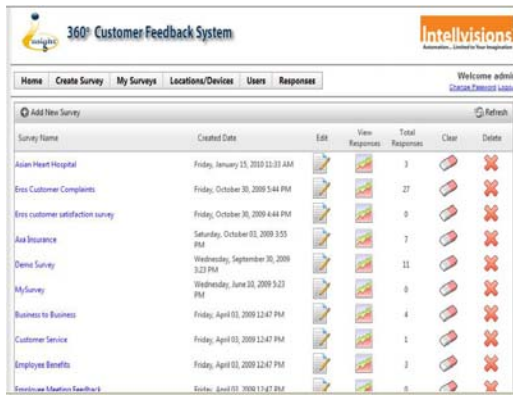
99300523

Previous Next

Insight offers tremendous flexibility in terms of survey types such as:

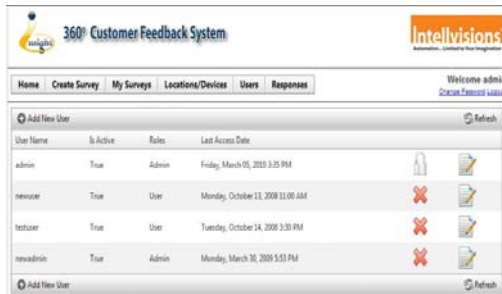
- **Multiple question types**
- **Combine Digital Signage with Insight**
- **Flexible branding options**
- **Template Surveys**
- **Operates in offline mode**
- **Capture customer information**
- **High-end Microphone for capturing voice response**

Survey Administrator



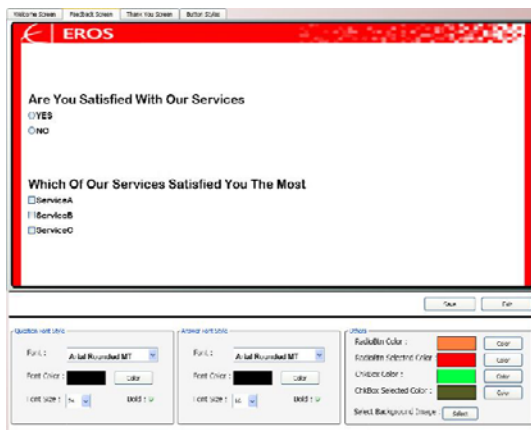
The survey administrator has a complete flexibility to create /edit /delete a survey and can view the responses of the survey Taken by the respondents (customers).

User & Role Management



The Server module has provision for the system administrator to assign roles which defines the level of access for the services.

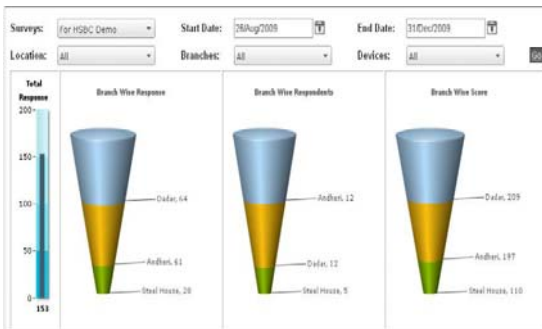
Theme Designer



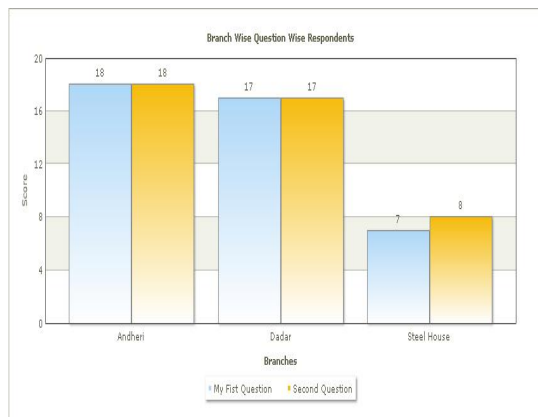
The survey administrator has a complete flexibility to design theme based on corporate colors with user defined fonts, background images and welcome messages along with template surveys.

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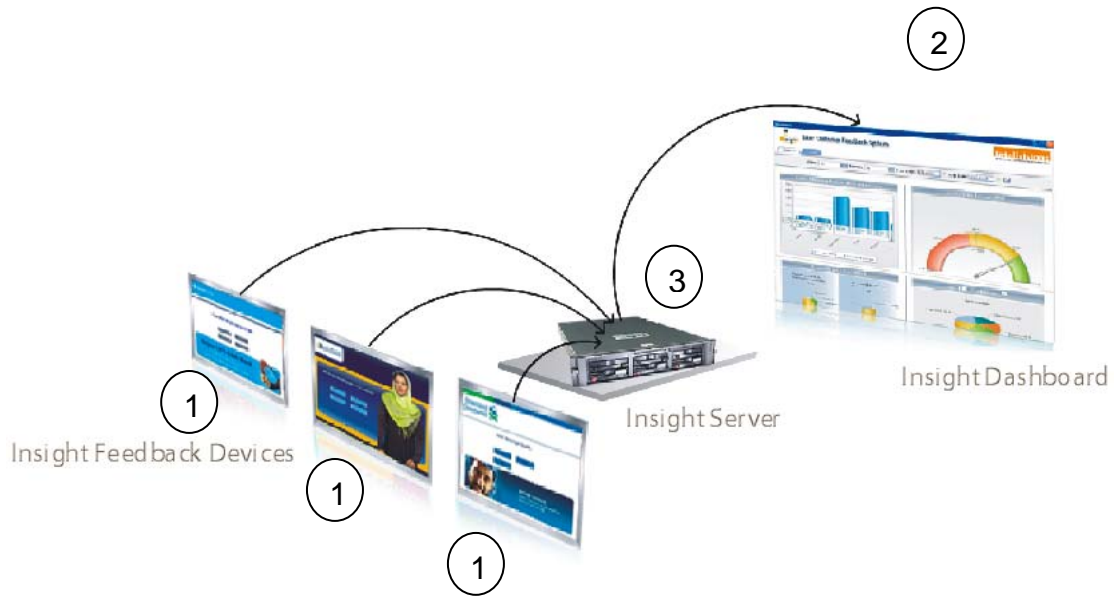
Charting Engine



The CFS system provided by ISL provides various graphical reports which can be used by management for decision making. The reports include detailed report, survey responses report and branch wise response report.



Insight also provides Quality analysts a method to allocate scores to each response. Thus every respondent's cumulative scores are calculated by the system.



- 1. Insight Feedback Terminal
- 2. Insight Admin Module
- 3. Insight Server