

PAMS CANTEN FEEDACK MANAGER

A Fully Integrated Feedback Manager

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A BRIEF

- Great customer service happens when you exceed expectations—and expectations are higher than ever. People want to interact with service providers/companies on their own terms. They want instant, accurate, easy-to-understand information, delivered via their channel of choice.
To deliver great customer service, service providers/companies must understand the needs of their customers, and adapt to improve the way those needs are met.
- By Utilizing Customer Feedback System, you deliver products or services to your customers in the most efficient and cost effective way; in addition, you are providing a superior customer experience that solidifies business relationships and leads a higher return on investment.



HIGHLIGHTS

- ◉ Wired / Wireless Technology
- ◉ Easy to customise
- ◉ Single Question / Multi-Question
- ◉ Single Page / Multi-Page
- ◉ Option to Customize Questions as well as Answers
- ◉ SMS / Email Notification Facility (Notification to Customers / Notification to Manager / Daily Reporting, etc.)
- ◉ Real-Time Reporting
- ◉ Real-Time Monitoring
- ◉ Centralized Management



REPRESENTATIVE SCREEN 1



Welcome

How do you rate our services?

| | | | |
|---|---|---|---|
|  |  |  |  |
| EXCELLENT | GOOD | AVERAGE | POOR |

The survey screen features a light blue background with a subtle pattern of upward-pointing arrows. In the top left corner, there is a logo consisting of three vertical bars in blue, orange, and green, with the text 'BUSINESSNAME' below it. The main heading 'Welcome' is in the top right. The central question 'How do you rate our services?' is in a dark blue font. Below the question are four large, rounded rectangular buttons, each containing a yellow smiley face icon and a corresponding rating label: 'EXCELLENT', 'GOOD', 'AVERAGE', and 'POOR'. The background also features a stylized landscape with blue hills and white clouds at the bottom.

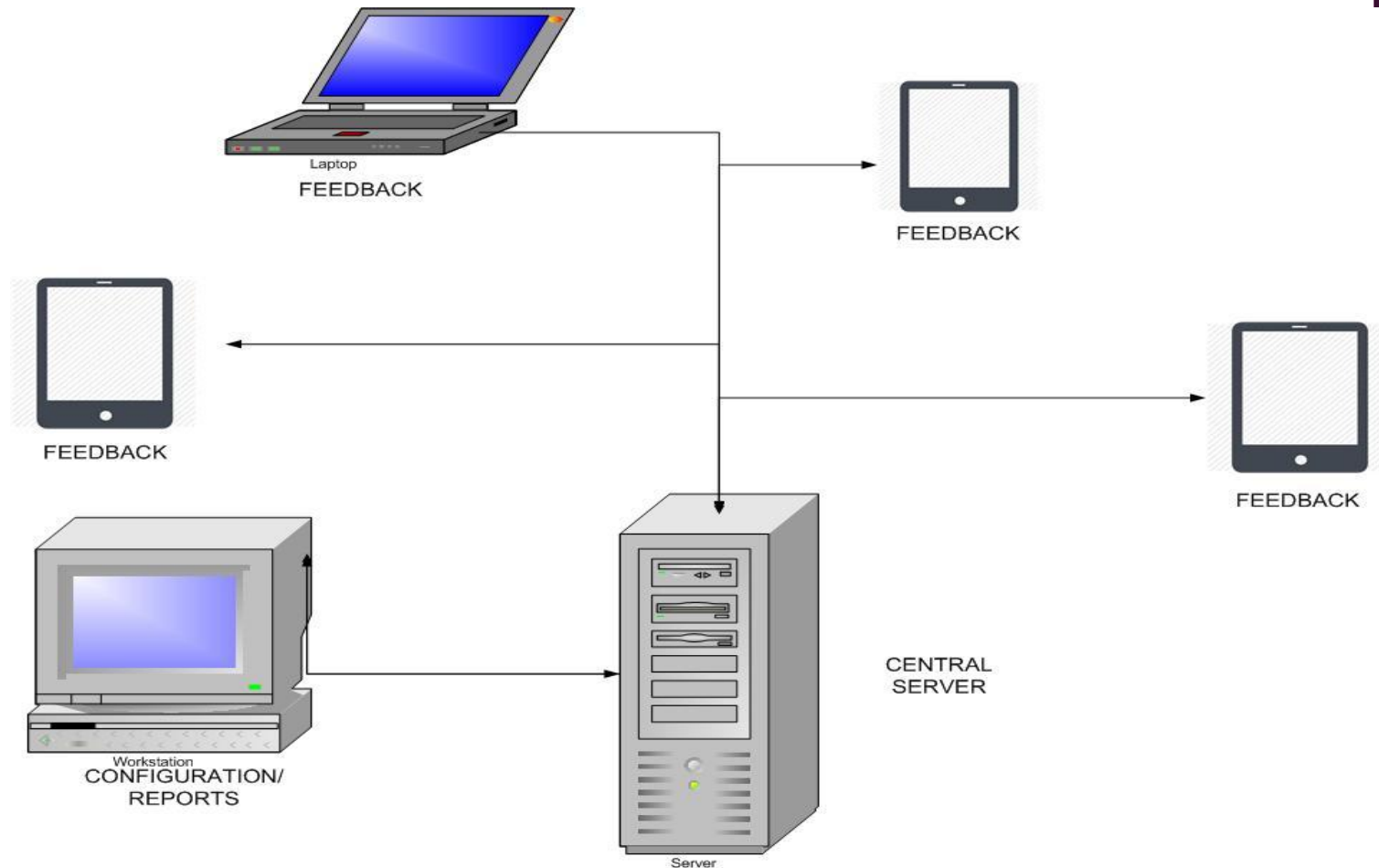
REPRESENTATIVE SCREEN 2

 **Welcome**

How do you rate our services?

| Hoteling Services | EXCELLENT | GOOD | AVERAGE | POOR |
|---------------------------|--|---|---|---|
| 1. Friendliness of Staff? |  |  |  |  |
| 2. Quality of Food? |  |  |  |  |
| 3. Cleanliness? |  |  |  |  |
| 4. Value for Money? |  |  |  |  |

PROPOSED ARCHITECTURE



BOQ

HARDWARE

- Samsung Tablet- 3 (1per site)
 - Feedback Software
- Server - 1 (Central PAMS Server)
 - PAMS Feedback Software

INFORMATION FLOW

<One Time>: Set Company and Employee detail.



<Daily>: Each Adapter process the Canteen Access data and forwards to Central Server



<Daily>: Central server process and create specific details



<Need Basis>: General and Exception Reports

FEATURES

- ◉ Adding of Questions
- ◉ Adding of Employees
- ◉ Date wise Reports Summary
- ◉ Date wise Report Detail
- ◉ Unit wise Report Summary
- ◉ Unit wise Report Detail
- ◉ Department wise Report Summary
- ◉ Department wise Report Detail
- ◉ Descriptive Feedback by date

Other Products available:-

- Hawk Video Management Solution
- PAMS Time and Attendance
- PAMS Visitor Manager
- Hotel/Hospital/Home Automation
 - Velvet Controller
 - Velvet Android Apps

For demo contact:-

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