



ENTERPRISE CUSTOMER FEEDBACK MANAGEMENT

Modern Platform for Boosting Customer Happiness

Companies who listen and respond to Voice of Customer (VoC) feedback gain the competitive edge. Wootric offers a modern way to hear VoC and powerfully align everyone in the company to boost customer happiness.

GATHER FEEDBACK

Get high response rates with micro-surveys
Track NPS, CSAT, and Customer Effort Score at customer touchpoints in multiple channels – in-app, web, mobile, and email. Trigger reach-outs and action through Salesforce, Gainsight, Slack, Intercom, Zendesk, and others.

INSIGHT

Aggregate VoC feedback from any source
Bring customer feedback from any source – your CRM, support, community, social – into the Wootric dashboard. Let our machine learning categorize, segment, and assign sentiment so you can see big picture trends and share insights with the right team.

ACTION

Align around a single source of customer truth
Integrate VoC data with your systems of record for business intelligence, analysis, and action.



Wootric supercharges your VoC program with native integrations

“Having this customer data at the fingertips of every Salesforce user is HUGE!”
– Jim Mercer, Head of Customer Success, Zoom