



Customer & Staff Feedback System

BeHeard

Hear your customers and staff's opinions. BeHeard lets you collect feedback with simple surveys that are quick and easy to complete.



Collect feedback

A simple and easy to use feedback App that helps to collect feedback from customers & employees.



Be notified in real-time

Don't miss or leave it too late to action on negative feedback. Get notified immediately based on your set criteria.



Macro & Micro trends

Collect feedback from multiple touch points (sites & locations) to see trends.

Features

- ✓ Fully customisable solution, create your own questions and surveys with your own answer types.
- ✓ Cloud based, access anytime anywhere to see feedback responses.
- ✓ Real-time dashboards with detailed visual reporting so you can see what needs improving.
- ✓ Notifications can be set on emails as well as text.



Sialkot International Airport uses BeHeard to collect passengers feedback in real-time from various parts of the airport to ensure they keep providing best service for their passengers.



Enhanced Features



Multi-language support for customers and staff to be able to understand the questions.



Select emojis of your choice or upload your own. Make the surveys more engaging.



Comparative analytics and reports with past data showing whether your service levels have improved or not.

Departure Lounge Total Responses: 791

ARE YOU SATISFIED WITH AIRPORT FACILITIES



30.2 %

239

↓ 9.6%



21.1 %

167

↑ 2.1%



48.7 %

385

↑ 7.6%



BOOK A DEMO



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