# CUSTOMER SURVEY MANUAL

ABOUT
THIS MANUAL

- This manual is designed to guide clients through the customer survey process step by step.

- The instructions provided will remain consistent as the interface will not change; however, updates to features or processes may occur in the future.

- Please read this manual thoroughly to ensure accurate registration.

- Optional features or variations might not be applicable to all users or systems.

- Images and examples provided are for reference purposes only.

- Content is subject to change without prior notice. For the latest updates, refer to the official website.

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OPERATING SYSTEM & SOFTWARE SUPPORT

Our system is designed for broad compatibility, ensuring seamless usage across different platforms and devices:

- **Internet Browsers:** The system is fully compatible with all major internet browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari. Ensure that you use the latest version for the best experience.

- **Windows Operating Systems:** Supports all versions of Windows, including Windows 10 and 11. Regular updates to your operating system are recommended for optimal performance.

- **Mobile Devices:** Compatible with both Android and iOS devices, enabling access through mobile browsers or dedicated applications.
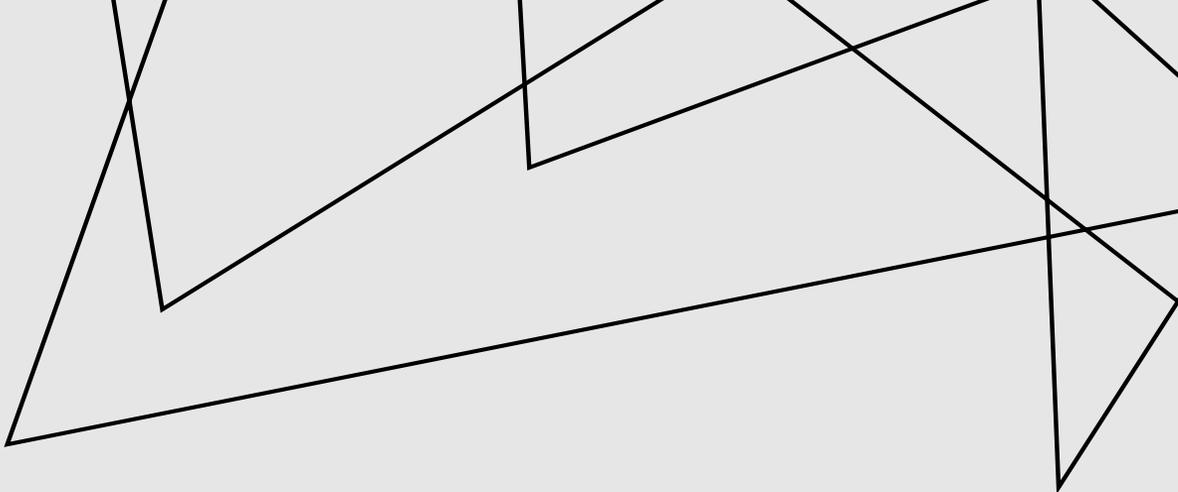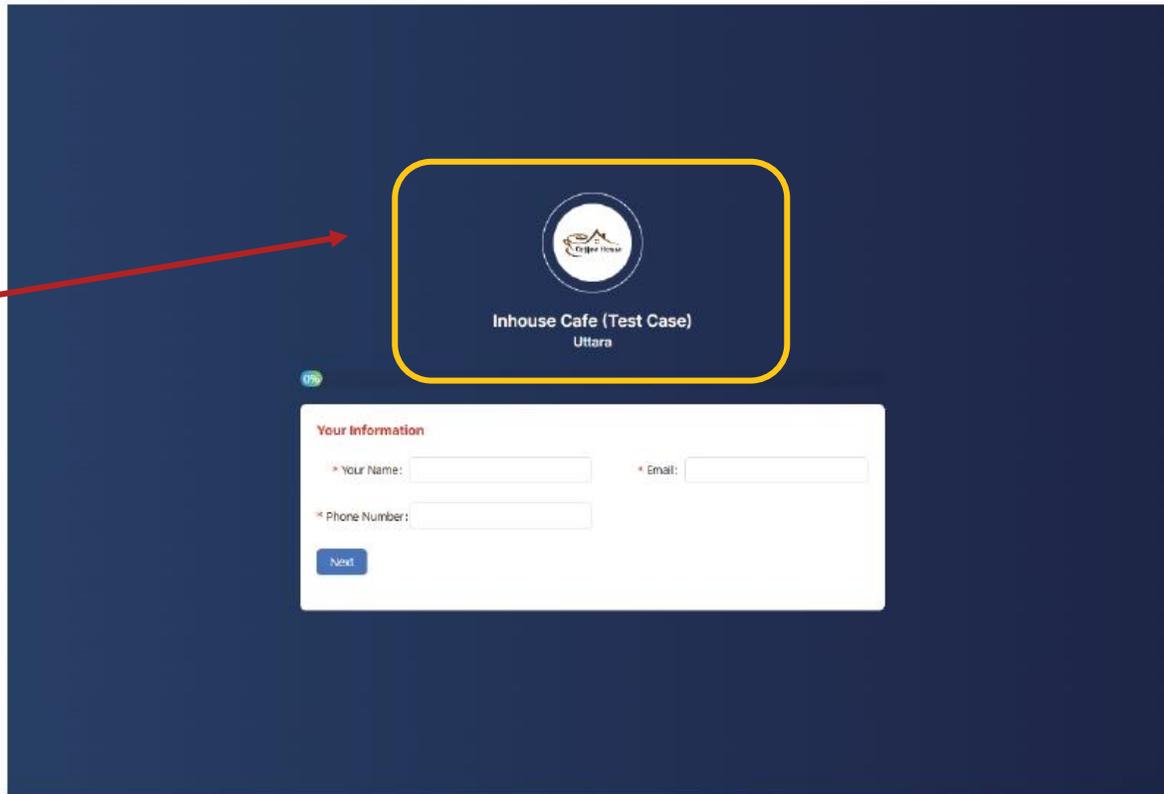
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STEP 01
SCAN THE QR CODE

- Scan the QR Code from the Table top scanner and open the link on the phone browser. (recommended browser Google Chrome)

STEP 02
SURVEY FORM

- After scanning the QR Code the survey form will open.

- On the form the company logo and name will be displayed
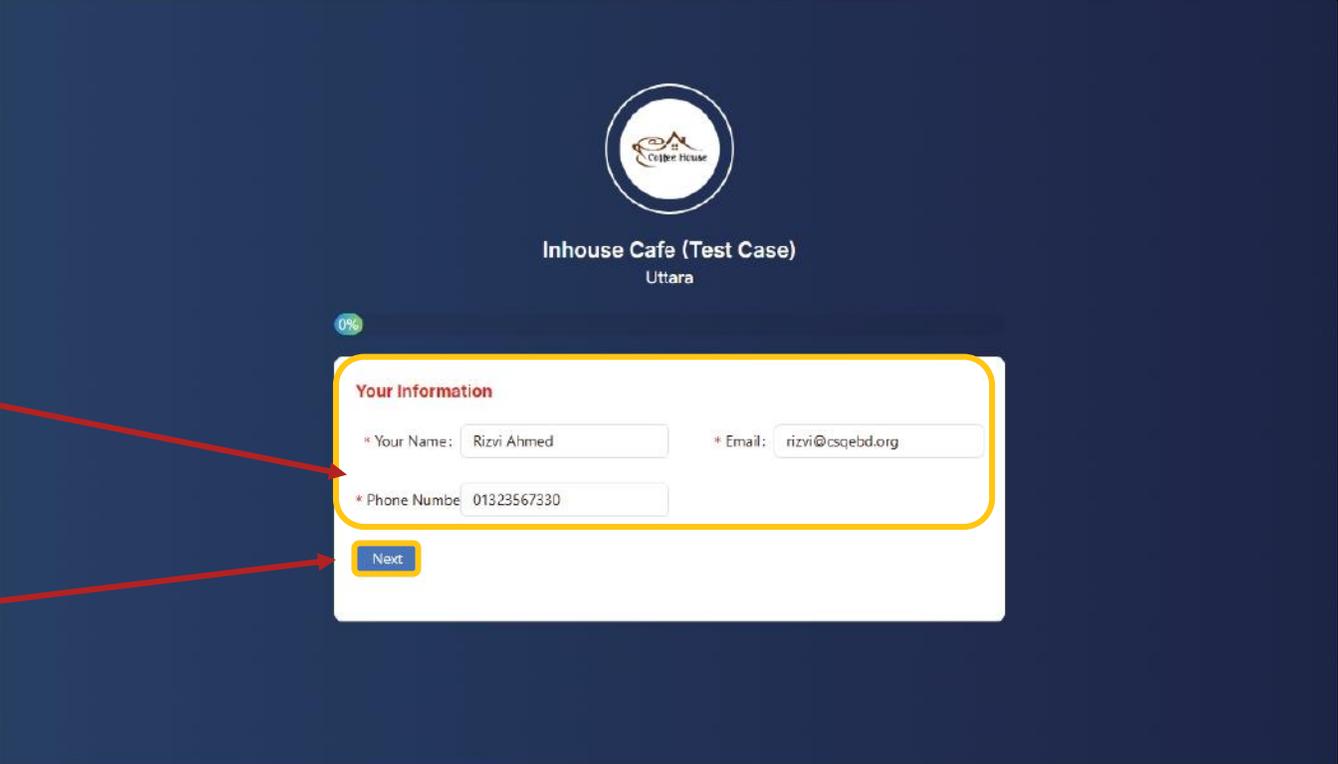
- Branch name will be displayed.

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STEP 03
CUSTOMER INFO

- Fill up the customer info correctly.
- Email and Phone number must be valid.
- Phone number must have 11 digits.
- Using the same email and phone number a customer can only fill up one survey once per day.

- Click on next.

STEP 04
SURVEY FORM

- The main survey form will open and the questions will be displayed with numbering and a Progress Bar.

STEP 05
ANSWERING THE SURVEY
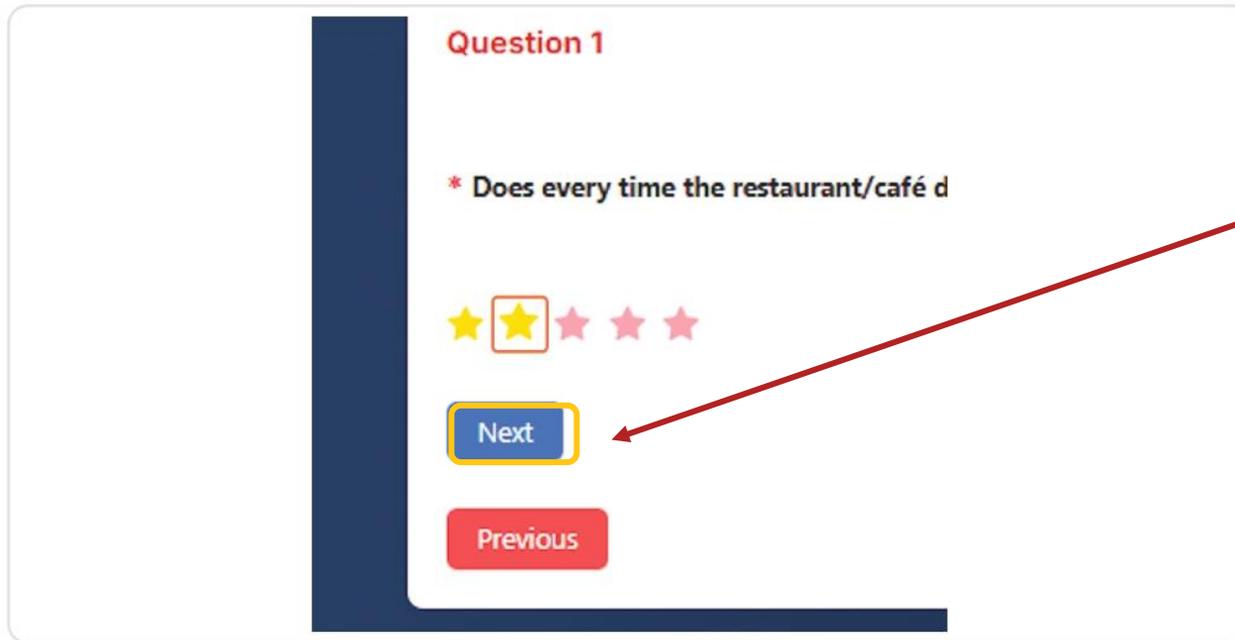
- Answer all questions by clicking or tapping on the blank stars of your likes.
- Click on next to go to the next question.

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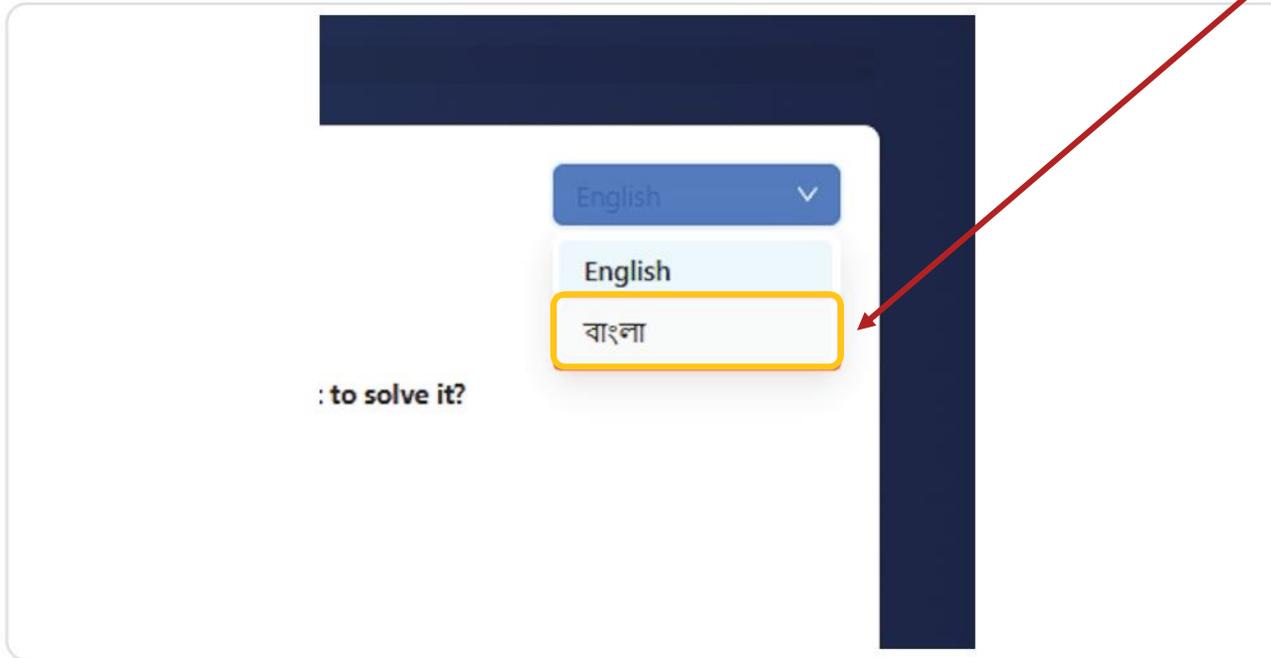
STEP 06
ANSWERING THE SURVEY

- Customer have to answer a total number of **27** questions from 9 Categories.
- Answering process is same for all questions.

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STEP 07
CHANGE THE QUESTION LANGUAGE

- Customer can change the language of the questions from English to Bengali.

Select a langua... ∨

to solve it?

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- Click on the Language name to change the language of the question.
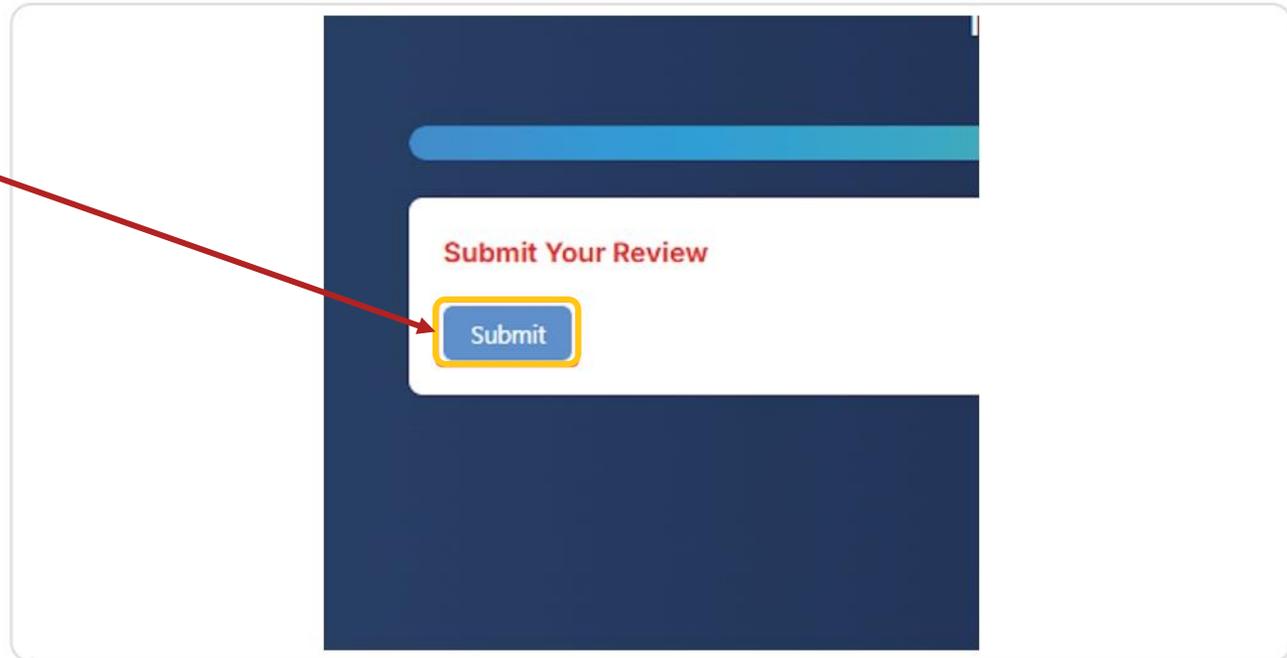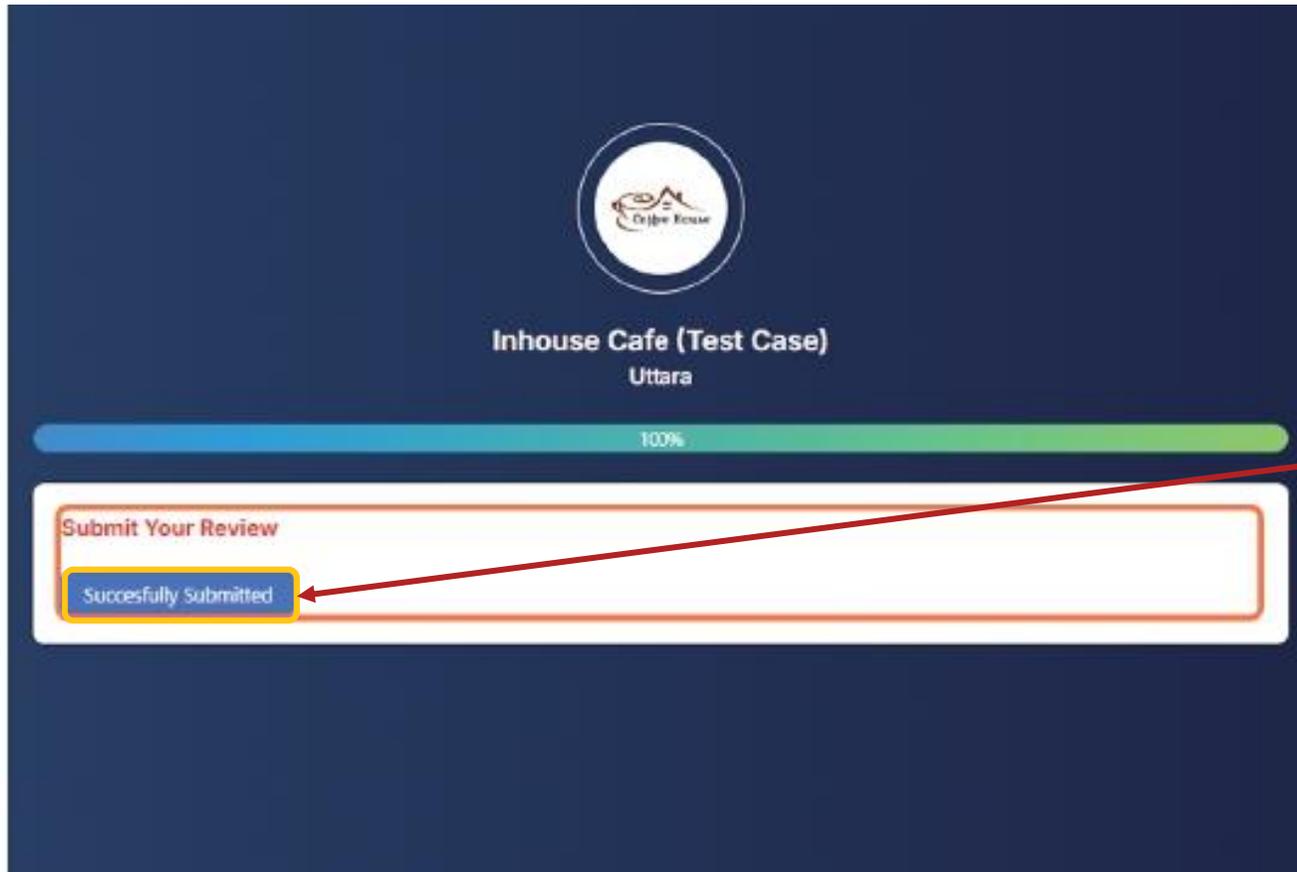
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STEP 08

- Customer have to give rating from 1 to 5 Star to go to the next question.

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STEP 09
SUBMITTING THE SURVEY

- After answering the 27th question, click on next and click on submit.

Submit Your Review

Submit

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- Wait for a second after clicking on submit.

- Once the form is successfully submitted the submit button will change to **Successfully Submitted**.

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Center for Service Quality Enhancement

... Service Matters

THANK YOU!

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