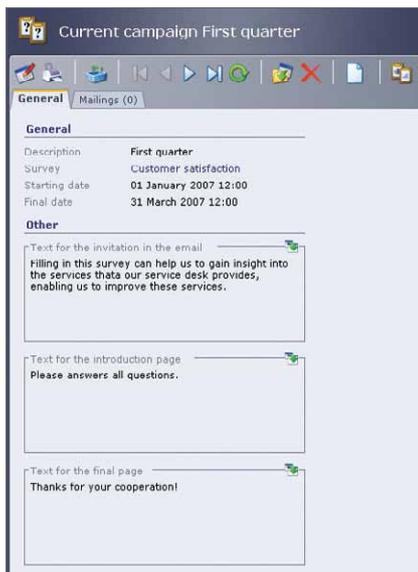


## TOPdesk Survey module

Surveys are an excellent way of obtaining useful information on your organisation. These data provide insight into the satisfaction and wishes of your clients and colleagues, and can be used to improve upon the services and performance of your organisation. Answers to questions such as ‘Has the incident you logged been processed to your satisfaction?’ and ‘What information would you like to receive from us?’ provide valuable feedback on the services you offer, while demanding only a little time of the respondents.



▲ Description of a survey

### The TOPdesk Survey module allows you to:

- provide the client with a standard feedback form regarding your services;
- regularly carry out client satisfaction evaluations;
- store used questions for future use in other surveys;
- gain an overview of all your surveys;
- tailor your services to the wishes of your end users;
- initialise a survey mailing at any given moment;
- easily evaluate one-off projects;
- send out surveys to random receivers;
- base multiple campaigns on the same question list.

### Entirely web-based

TOPdesk’s Survey module is available for TOPdesk Professional and TOPdesk Enterprise – both are 100 % web-based. The Survey module offers an integrated audit possibility with a user-friendly interface; in only a few easy steps, it enables you to measure the quality of your services by gaining feedback from your clients.

### Surveys for end users

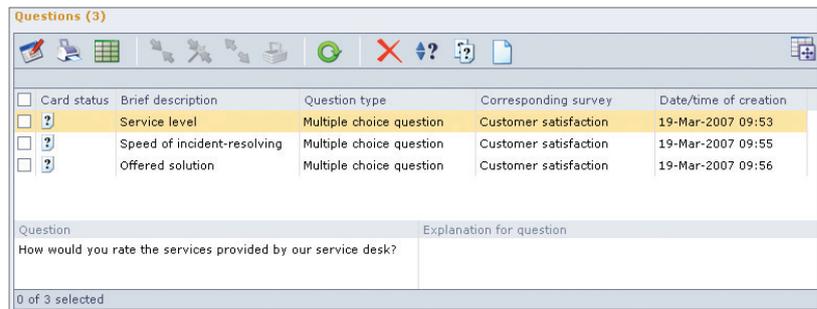
Via a TOPdesk notification, your end users receive an email containing a link to a specific survey. Upon completion of the survey, the data is automatically stored within TOPdesk, to be reported on at a later stage.



▲ Overview of surveys

## Management via TOPdesk

TOPdesk managers can retain an overview of all questions, surveys, mailings and results in the operator login section of TOPdesk, gaining valuable feedback concerning the organisation. They can also create new questions, surveys or mailings.



Card status	Brief description	Question type	Corresponding survey	Date/time of creation
<input type="checkbox"/>	Service level	Multiple choice question	Customer satisfaction	19-Mar-2007 09:53
<input type="checkbox"/>	Speed of incident-resolving	Multiple choice question	Customer satisfaction	19-Mar-2007 09:55
<input type="checkbox"/>	Offered solution	Multiple choice question	Customer satisfaction	19-Mar-2007 09:56

Question: How would you rate the services provided by our service desk?  
Explanation for question:

0 of 3 selected

▲ *Overview of questions*

## System integration and bespoke work

Larger organisations with more complex systems are more dependent on well-linked systems and require clear and comprehensible reports. We will assist you with the seamless integration of TOPdesk by providing reports specifically tailored to your situation.

## Service Management Simplified

TOPdesk believes in the power of simplicity. Every day, millions of demanding users across 45 countries trust in TOPdesk as their service management solution. TOPdesk is among the top five service management tools worldwide.

**TOPdesk**  
Service Management Simplified

## Free Demonstration or more information?

We would be pleased to show you what TOPdesk can do for your organization or provide you with more information.

You can reach us by telephone on +44 20 7803 4200 or by email at [info@topdesk.co.uk](mailto:info@topdesk.co.uk).