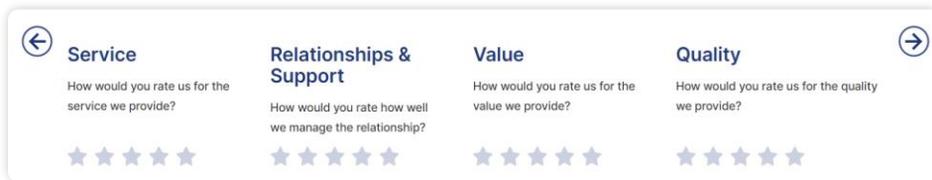


Getting the most from Pulse

What are Pulse Index Questions?

Your Pulse Index Questions are the 4 categories that your clients score you on. The results of these appear as a scatter graph in your Pulse dashboard. Your client scores you out of 5 for each of these categories. Your average score becomes your Pulse Index Score.

Each review also includes an NPS.



How do Pulse Index Questions help you?

The Pulse Matrix allows you to see where you are excelling with your accounts and where you need to get closer to clients.

Consider how effective this matrix could be with categories that are directly relevant to your organisation.



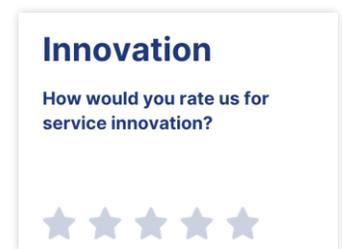
Why personalise your Pulse Index Questions?

Simply by making your questions and categories specific to your business, the feedback you receive becomes more relevant. This in turn will help to further improve your business performance.

Which areas of the service you provide do you care most about? Which areas do you think might need improving? Every business should be open to feedback and change where necessary.

Your clients will feel compelled to review your service accurately if it is clearly defined and relates to their specific experience.

You can edit both the categories and the questions to suit your needs. Need help identifying which categories to focus on? Contact our Customer Success team.



This is an example of how you might customize your Pulse Index Question.