

What is RealSatisfied?

RealSatisfied is a online customer satisfaction and feedback application designed specifically for real estate agencies. The application is fully hosted and managed by our dedicated team of engineers and support staff (SaaS), so you can concentrate on results. To get started all you need is a computer and a connection to the internet.

What do I use it for?

RealSatisfied automates the collection of feedback from anyone who deals with your agency, whether they be vendors, purchasers, landlords or tenants. Of course collecting the data is only one side of the coin. RealSatisfied comes complete with over 80 detailed, real time reports designed to give you facts and effective insights into how your business and staff are perceived by the people who matter most, your customers!

What are the benefits?

- **Receive real, actionable customer feedback** – All reporting is real time. See real results as soon as they are available delivered right to your inbox and through our comprehensive online reporting.
- **Build stronger relationships with your customers** – Understanding and actioning feedback is key to retaining existing customers, receiving recommendation and acquiring new customers. Discover strengths and weaknesses to help you identify your most critical business issues and better meet your customers' needs. 'Taking the pulse' of your customers perceptions of your business is key to building stronger relationships with them and delivering better service.
- **Professional surveys** – Our suite of professional surveys has been specifically developed by experienced researchers to meet the needs of both sales agents and property managers. We have done all the hard work so you can focus on results.
- **Measuring of staff performance** – Getting a real understanding of how your staff are doing does not just come down to commission. Service wins the game. Good service drives recommendation and repeat business. Reward those that provide great service, mentor those that need improvement.
- **Testimonials** – Testimonials are valuable, however they can be challenging to acquire. RealSatisfied provides an opportunity to gather testimonials from satisfied customers for every transaction, in an engaging and non-confronting way by a third party – RealSatisfied. We even give customers tips on how to write one.
- **Third Party** – Engaging a third party for customer satisfaction can create a environment where customers provide more candid feedback on your service.
- **No Long Term Contracts** – Cancel any time - Our fees are monthly and start at a very economical \$39 with unlimited invitations and survey responses. You may cancel at any time and we never charge set-up fees. What's more every new account comes with a Free 30 day trial.
- **Simple Deployment** – No Software. No Upfront costs. No IT guy. Just a simple online application that enables you to measure customer satisfaction and sentiment for your business.

Features

- **Simple and straight forward** - RealSatisfied offers the simplest, most straight forward solution for customer satisfaction measurement available to Real Estate Agencies. You can be up and running in just a few minutes!
- **Co-Branding** - We understand the importance of your brand to your business, that's why all communications between RealSatisfied and your customers is personalised and can be co-branded with your Agency logo and a profile (including photo) of the responsible Agent . Why not check out what they look like by taking a **Test Drive** at www.realsatisfied.com.au.
- **Invitation reminders** - Keeping track of who has given feedback and who hasn't can be complex and time consuming. RealSatisfied takes care of it all automatically sending reminder emails for surveys that have not been completed. We even take care of incorrect emails that bounce back!
- **Notifications** - RealSatisfied can email you (and other agency staff that you may choose) survey results as they are received. You have full control over which staff receive what results.
- **User access controls** - Our system allows you to decide how much access your users have. From "reporting only" to "full administration", it's up to you. You can even control what data they can see
- **Over 80 real time reports** - Simple summary report through to trending reports, cross-tabs and Net Promoter style report. All available 24/7 in real time to your business.

What does it cost?

Just like our product, our pricing is simple and includes...

- All of our surveys
- Unlimited Invitations
- Unlimited Responses

A 5 person agency can run RealSatisfied for under \$4 per week per agent.



Want to see more?

Why not send yourself an invitation to do a survey by visiting www.realsatisfied.com.au and clicking the "Test Drive" button.

OR

We have created a fictional real estate agency called *RealSatisfied Real Estate* so that you can see RealSatisfied first hand in a real agency setting. Simply visit: www.realsatisfied.com.au/demo/