



Illustrative scene. Screens show fictional content.

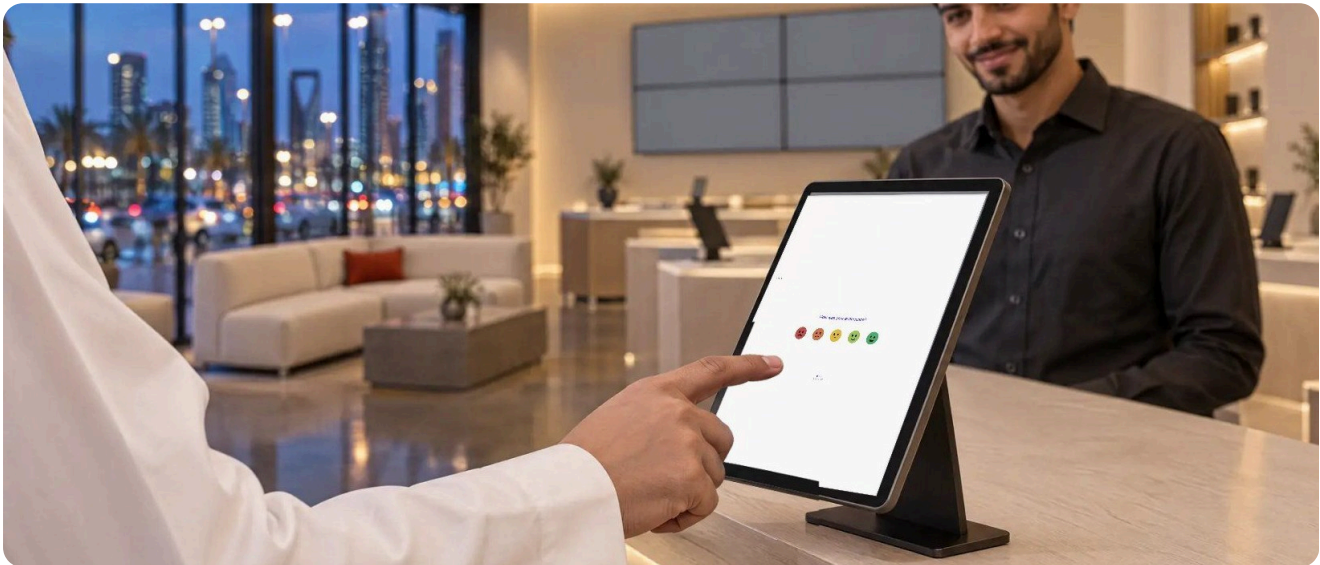
HEAR FROM EVERY VISIT, WHILE IT IS FRESH.

Capture feedback at the moment of service, by kiosk or QR code, and measure the experience location by location.

NEXUS SURVEYS

ASK. MEASURE. IMPROVE.■

Short surveys where the service happens, results you can compare, and a clear view of where to act.



Illustrative scene. Screens show fictional content.



Ask

Short surveys at kiosks or by QR code, while the visit is fresh.

Ask a short question by kiosk or QR code at the till or exit, and compare satisfaction store by store.

QR codes on tables or counters invite diners to rate food and service, compared outlet by outlet.



Measure

Satisfaction scores by location and by service.

Collect ratings after each visit by kiosk or QR code, and compare results across centres.

Compare feedback results by outlet, department and property.



Improve

See where experiences fall short and act on it.

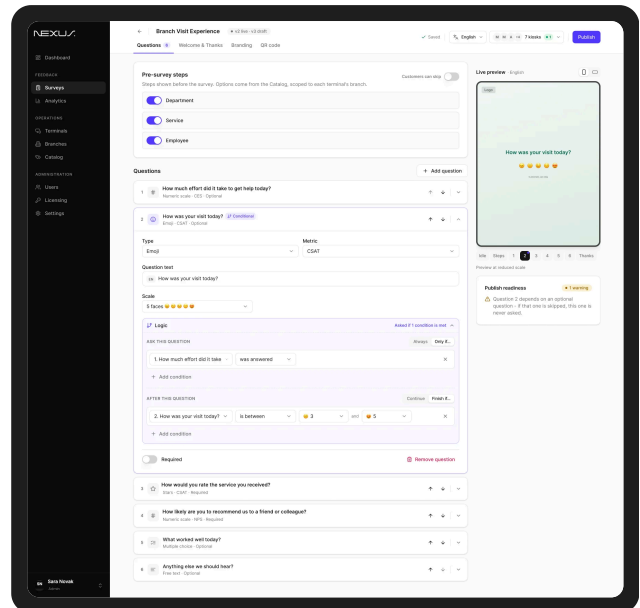
Short kiosk or QR surveys capture how patients rated their visit, compared by department and by clinic.

WHAT YOUR TEAMS WORK WITH.

SURVEYS THAT ADAPT TO THE ANSWER

A question can be asked only when earlier answers meet its conditions, combined with AND or OR and set on answer ranges. After any question the survey can continue or finish. The publish-readiness panel warns when a question depends on one that may be skipped.

Satisfied customers finish quickly, and dissatisfied ones can be asked what went wrong.



Survey designer: conditional logic and publish readiness

YOUR LANGUAGES, PROPERLY

Each survey is edited language by language, with a counter of the strings still to translate. Add a language that is not on the list, set the default and the order customers see, and preview the kiosk in any of them. Arabic renders right to left.

One survey can be offered in each language you add, without a separate version for each.

A KIOSK THAT RUNS ITSELF

Between respondents the kiosk shows an attract screen with a promotional loop. After the thank-you screen, or when someone walks away, it resets on its own. Responses are cached on the device if the connection drops and sent without duplicates when it returns, and a paired kiosk reconnects after a restart.

The kiosk resets itself between respondents, and answers given while the connection is down are kept on the device and sent when it returns.

A FLEET YOU CAN OPERATE

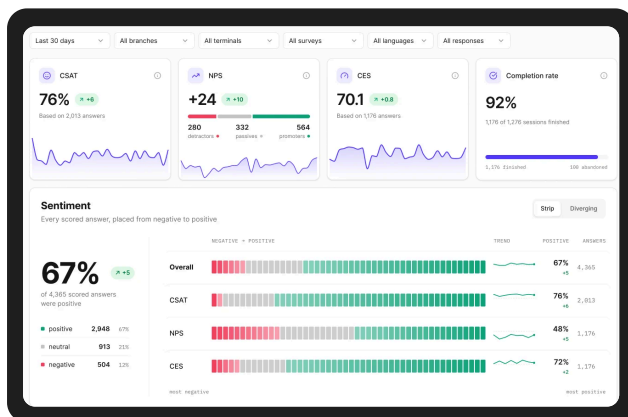
Every terminal shows whether it is online, offline and since when, never seen or not serving, and which survey and version it is running. Assign a survey to many terminals at once, grouped by location, see what will change before you save, and start or stop a survey on one terminal.

Head office knows which locations are collecting feedback today, without calling them.

PUBLISH WITH CONFIDENCE

A draft is edited next to the live version, and changes save automatically. Before publishing, a readiness panel lists anything that blocks it. Publishing states that the live version will be replaced on the assigned terminals, and can assign the survey in the same step.

Changes reach the kiosks only when they are published, after the readiness checks.



Analytics: CSAT, NPS, CES, completion and scored answers

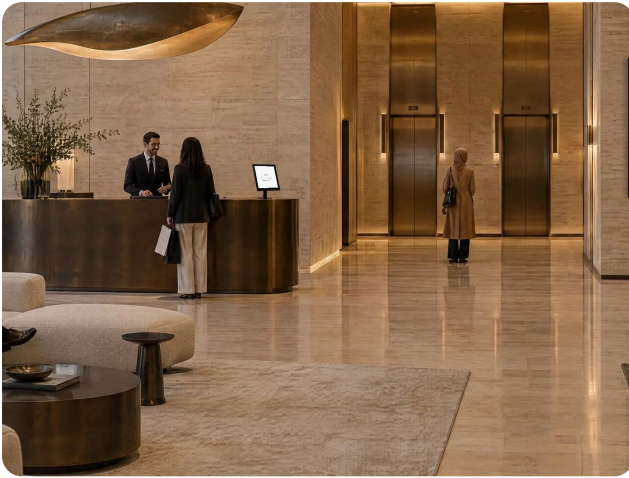
RESULTS THAT POINT TO A CAUSE

CSAT, NPS and CES are shown with their change over the period and the number of answers behind them. Compare locations, departments and services with a minimum number of responses before a group is ranked, and open the responses behind any figure.

Comparisons leave out groups with too few responses, and the answers behind any score can be read.

FEEDBACK WHERE THE EXPERIENCE HAPPENS.

During a stay, around the office or after an appointment: ask while the visit is still fresh.



During the stay

Invite guests to rate their stay or a meal by QR code or kiosk during their stay.



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Across the workplace

Ask building users and visitors to rate facilities, the cafeteria or meeting spaces by QR code or kiosk.

Industries with Nexus Surveys use cases: Retail & Shopping Centers · Banking, Finance & Insurance · Telecommunications · Healthcare & Medical Facilities · Hospitality & Hotels · Corporate Offices



Your experience platform. Your deployment choice.

Nexus Surveys is offered in the cloud or installed on premises, according to your requirements. It runs in the same console, with the same sign-in, as the other Nexus Cloud products.

Technical requirements, sizing and infrastructure are confirmed with you for your environment.

QUESTIONS BUYERS ASK.

Can we start with Nexus Surveys only?

Yes. Each product works on its own. You can add Nexus Signage or Nexus Queue later, in the same console and sign-in.

Can we compare locations and services?

Yes. Nexus Surveys measures satisfaction by location and by service. Your locations and the services you want to compare are reviewed during the demo.

Which kiosks and devices are supported?

Supported hardware is confirmed for your locations during the consultation, before any rollout commitment.



— NEXUS SURVEYS

HEAR FROM YOUR CUSTOMERS WITH NEXUS SURVEYS.

BOOK A DEMO

See the products in
your environment.

CONTACT SALES

Talk to our team about
your locations.

BECOME A PARTNER

For system integrators,
resellers and
distributors.

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Capabilities described are those available in October 2026. Supported devices, limits and integrations are confirmed for each project. Images are illustrative.