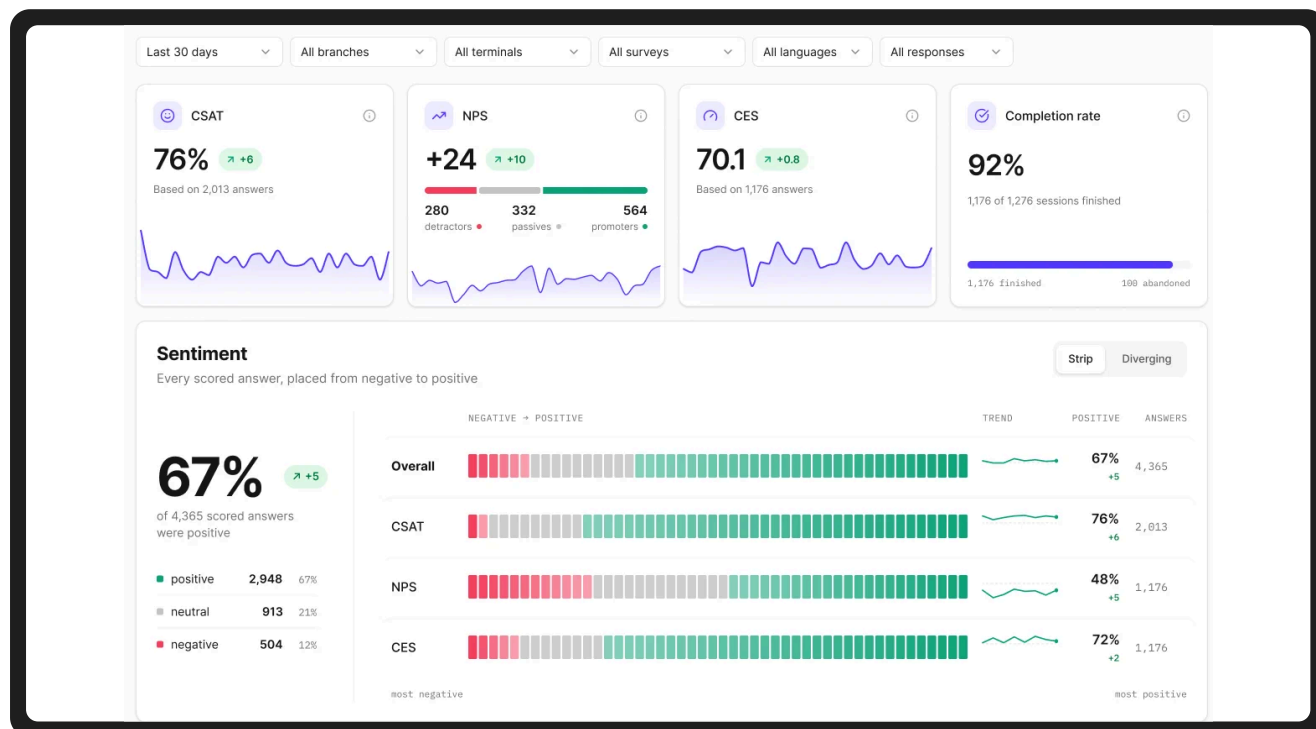


DATASHEET

NEXUS SURVEYS.

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



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

135

capabilities

7

capability areas

2

deployment options:
cloud or on premises

1

console and sign-in for
every Nexus Cloud
product



Ask

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



Measure

Satisfaction scores by location and by service.



Improve

See where experiences fall short and act on it.

CAPABILITIES.

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



Survey builder

Build surveys from six question types, with a metric, a required setting and a label for every scale point.

Emoji face rating

A one-tap rating that needs no reading of numbers.

0-10 recommendation scale

A recommendation score captured at the visit.

Multiple choice

Structured reasons behind a score.

Comment purpose tags

Comments grouped by purpose for review.

Survey list and versions

One list showing each survey's status and where it is deployed.

Live preview (portrait and landscape)

Administrators see what the customer will see before publishing.

Safe versions

Changes are prepared without interrupting live surveys.

Number input question

Numeric answers collected without a free-text field.

Scale size selection

The scale matches the question being asked.

Publish confirmation of immediate replacement

Publishing is a deliberate step with a clear consequence.

Tabbed survey builder

Each part of a survey has its own place.

Star rating

A familiar rating format for staff or service ratings.

Numeric scale (effort or rating)

An effort measure alongside satisfaction.

Free-text question

Customers describe the experience in their own words.

CSAT, NPS and CES scoring

Standard satisfaction, recommendation and effort measures from the same survey.

Survey designer with question list

Business teams edit surveys themselves.

Welcome and thank-you text editing

Opening and closing messages written for each survey.

Pre-publish readiness checks

Problems are flagged before any customer sees them.

Required or optional questions

Only essential questions block completion.

Autosave with saved status

Edits are kept without manual saving.

Publish and assign in one action

A new survey reaches the chosen kiosks in one step.

Inline survey rename

Survey names stay accurate as they evolve.

Interactive test run of a survey

Surveys are tested end to end without adding test answers to real results.

Duplicate a survey

New surveys start from an existing design.

Multiple-choice with multiple selection limits

Richer answers without free text.



Conditional logic

Ask a question only when earlier answers call for it, and finish a survey early when the answer is enough.

Smart logic: conditional questions

Follow-up questions appear only when relevant.

Smart logic: finish survey early

Shorter surveys for respondents who have nothing more to add.

Logic validation warnings

Logic errors are caught while editing.

After-question continue or finish rule

Short surveys for respondents with nothing more to add.



Multilingual experience

Multilingual surveys, including Arabic right to left, with per-language editing and a check for missing translations before publishing.

Multilingual survey content

One survey offered in several languages.

Custom language entry

Languages beyond the preset list can be added.

Arabic right-to-left rendering

Arabic-speaking customers get a native layout.

Survey run dates and time-bound assignments

Surveys collect responses only during their intended period without manual switching.

Custom score for each answer option

Different question styles roll up into comparable CSAT, NPS and CES figures.

Responses tied to the version answered

Trends stay trustworthy across survey revisions.

Smart logic: AND / OR conditions

More precise question targeting.

Smart logic: target by department or service

Questions specific to a service or team.

Conditions on answer ranges

Follow-ups target a band of answers in one rule.

Answered, skipped and comparison conditions

Follow-up questions appear only when they are relevant.

Missing-translation warning

Gaps in translation are visible before customers see them.

Scale point labels per language

Respondents see what each point means in their language.

Per-language editing mode

Translations are edited in place, beside the source layout.

Copy-source helper in translation fields

Faster, more consistent translation of shared terms.

Language order in the respondent picker

The language screen matches each location's audience.

Live preview in any survey language

Each language is reviewed on the kiosk layout before going live.

Searchable language catalogue with Spanish as a configured survey language

Surveys can be offered in languages beyond English and Arabic, as designed.



Kiosk and digital feedback

A kiosk app that attracts, collects and resets on its own, and survey links and QR codes for collection beyond the kiosk.

Kiosk welcome screen

A visible, single-tap start to the survey at the counter or exit.

Which service, which team

Each response is linked to the department and service involved.

Back, skip and progress indicator

Respondents know how much remains and can skip optional questions.

On-screen keyboard with Arabic switch

Written comments can be collected on a touch kiosk.

QR code and web link survey

Feedback from a phone browser, without installing an app.

Email survey link

The survey link reaches the people who will display or share it.

Configurable idle timeout

The kiosk returns to its start state after a set period of inactivity.

Default survey language

A predictable starting language for each survey.

Publish blocked while translations are incomplete

No survey goes live with a missing translation.

Catalogue entries named in every language

Respondents see attribution options in their own language.

Language choice at survey start

Each respondent answers in a language they choose.

Thank-you completion screen

A clear end to the survey and a kiosk ready for the next person.

Inactivity session reset

The kiosk clears itself for the next customer.

Idle screen and promo items

The kiosk shows the organisation's message while waiting.

One QR code per branch

Phone responses attributed to the correct branch.

Promo loop timing

The kiosk shows a rotating set of the organisation's messages between respondents.

Welcome screen switch-off

Surveys can start without an attract screen where that suits the placement.

Portrait and landscape rendering

One survey serves portrait kiosks and landscape tablets.

Automatic reset after thank-you

Each customer starts from a clean survey.

Duplicate-safe sync

Results are not inflated by repeated uploads.

QR download sizes and formats

Codes ready for print or screen.

Not-yet-live notice for web link

Teams do not distribute codes that do not work yet.

Images on the survey welcome screen

Branded imagery invites customers to take part.

Run a survey on a signage screen

Existing touch screens collect feedback alongside signage.

Skippable pre-survey steps

Attribution is collected where customers can give it, without blocking the survey.

Offline response caching and sync

Answers given during an outage are stored and sent later.

QR code colour styling

Printed codes match the organisation's look.

Per-location QR actions

Each site receives its own code.

Web survey live preview

The phone experience is checked before sharing the code.

Configurable thank-you display time

The hand-over between respondents suits the location.



Terminal and fleet management

Pair terminals with a code, assign a survey to many at once by location, and see each one's health and live survey.

Assign survey to kiosks by branch

A survey is deployed to selected locations in one step.

Kiosk health and now playing

Operations teams see which kiosks are working and what they run.

Pairing persistence and auto-reconnect

Kiosks come back into service without staff intervention.

Terminal filters by location, health and platform

Operations teams focus on one site or one problem type.

Kiosk pairing by code or QR

Kiosks are added without specialist setup.

Needs-attention list

Collection issues are visible in the console.

Terminal list and card views with search

Terminals are easy to find in a large network.

Terminal detail drawer and actions menu

Device details and actions are one click away.

Start and stop a survey on a terminal

Collection can be paused per kiosk.

Unassign from the assignment dialog

Assignments are reversible in one place.

Licence seat counter on terminals, dashboard and users

Operators can see licence capacity against deployed kiosks.

Suspend and reactivate a kiosk

Terminals are taken out of service quickly without losing past results.

Plain-language pairing messages

Installers resolve pairing problems themselves.

Assignment change preview

Bulk assignment changes are visible before they apply.

Fleet summary on the dashboard

The state of the kiosk network is visible on the home screen.

Targeted assignment by department, service or kiosk

Each service point shows the survey that fits it, with a clear answer to which survey every kiosk is showing.

Default department and service per kiosk

Results are attributed to the exact service point a kiosk serves.

Kiosks online but not running a survey

Idle or misconfigured kiosks are found and fixed quickly.



Analytics and feedback insights

CSAT, NPS and CES with trends, completion and drop-off, comparisons by location and service, and every response behind a figure.

Dashboard: today at a glance

A current view of feedback across locations.

Drop-off by question

Questions that cause abandonment are identifiable.

Response log with filters

Individual responses can be found and reviewed.

Score distribution across answers

One view of how positive or negative scored answers are across all metrics.

NPS split into detractors, passives and promoters

Teams see whether a score moved because of detractors or promoters.

Score distribution encodings and metric filter

The distribution can be read in the form that suits the reviewer.

Analytics: CSAT, NPS, CES and completion

Measures tracked over time and by question.

Per-question breakdown and comments

Customer comments are reviewable alongside scores.

Compare by location, department and service

Weak locations and services are identifiable.

Period-over-period change

Movement is visible, with the sample size it rests on.

Completion with finished and abandoned counts

Teams see how many people start but do not finish.

Trend over time with daily detail

Days with unusual results are visible.

Period summary

One panel summarises the period.

Minimum-response threshold on group comparison

Comparisons rest on enough responses to be meaningful.

Drill-through from metric to responses

Each number can be traced to the sessions behind it.

Response duration and follow-up markers in the response log

Analysts can spot rushed or abandoned sessions and responses with follow-up details.

Low-score alert rules

Managers hear about a low score while the customer may still be in the branch, with a record of every breach.

Time spent per question

Survey owners can shorten or reword the questions that slow customers down.



Branding and administration

Logo, colours and type with a live readability check, plus locations, the service catalogue, users and roles.

Branding: logo, colours and gradients

Survey screens in the organisation's brand.

Branches

A location structure for kiosks and results.

Users and roles

Viewers can review results without editing.

Logo upload formats and positions

Survey screens carry the organisation's logo in a chosen place.

Named colour presets

A quick, consistent starting point.

Response volume by language

Language demand is visible per period.

Global analytics filters

Every chart reflects the same filtered slice.

Dashboard score tiles and response chart

A current view without opening analytics.

Comment inbox with review status and internal notes

Each comment has a traceable follow-up status and note.

Sentiment per response and sentiment filter

Negative experiences can be isolated and investigated directly.

Today's responses by hour against yesterday

Unusual drops in feedback volume are seen the same day.

Automatic readability (contrast) check

Readability problems are visible before publishing.

Catalogue of departments and services

Consistent options for who-served-you steps and targeting.

Shared console and sign-in with Signage and Queue

Surveys is managed in the same console as Nexus Signage and Nexus Queue, with one sign-in.

Gradient direction control

Backgrounds follow the organisation's brand style.

Font size control

Readable text on each kiosk size.

Location rename cascades everywhere

Reports and filters stay consistent after a rename.

Active and archived catalogue entries

Retired options leave the survey without losing history.

Last-active timestamp

Dormant accounts are visible.

Solid, gradient or image background

Survey screens can carry a brand image as well as colours.

Catalogue scoping to locations

Each location shows only the options that apply there.

User status states

Access can be suspended without deleting the user.

Cloud and on-premises deployment

The same product can be adopted under either operating model.



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.

Hear from your customers with Nexus Surveys. Book a demo at www.nexus-cloud.co.

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