

OVERVIEW

NEXUS SURVEYS.

Customer Feedback and Experience Measurement



Illustrative scene. Screens show fictional content.

THE PROBLEM

Asking every customer every question lengthens surveys.

Maintaining separate surveys per language is error-prone.

THE PRODUCT

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

HOW IT WORKS

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.

THE OUTCOME

Surveys that adapt to the answer

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

Your languages, properly

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

A kiosk that runs itself

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

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



Cloud or on premises, according to your requirements. One console and one sign-in for every Nexus Cloud product. Technical requirements are confirmed 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.