



Presentation Title
SenseIT Customer Feedback Device
Presentation to
Customer
Presentation by
Sensorise Digital Services Pvt Ltd
25 Jul 2019



SENSORISE
Connect & Serve

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Customer Feedback Device and Portal



- Collecting customer feedback shows you value their opinion
- Identify Influencers & Pain Points
- Improves Retention & Customer Satisfaction
- Tangible data that can be used to make better business decisions
- Continuous Feedback enables the ability to test, measure and validate initiatives

Benefits of Customer Feedback



Customer experience

(employee motivation and performance)

Referral and conversion rates

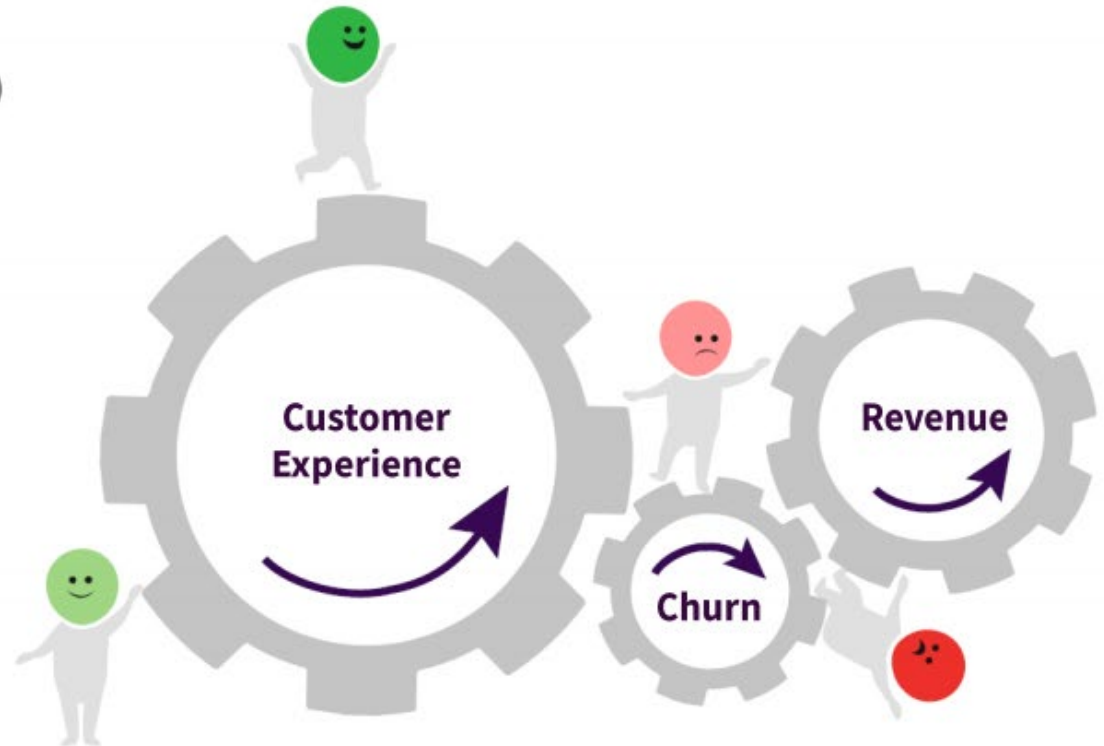
(brand image and recommendations)

Loyalty and churn

(increased visit frequency)

Basket size and revenue

(increased spend per visit)



Source: Happy or Not

Hear your customers...!



- Most Customers cannot make a useful response to complex surveys!
- Most scales of rating beyond the 1-2-3 are ineffective
- Quick & Immediate response
- Most Customers feel delighted to hit a simple HAPPY-OK-SAD feedback button





Telling them you care

SenseTise | Sensorise Customer Feedback Systems

The Art of Simple Anonymous feedback...!



- Simple, yet secure, facility for seeking customer feedback
- Customisable Front Panel
- Customisable Enclosure
- 6 hour Battery Backup
- IP65 for protection against dust and moisture
- Embedded SIM with dual network for robust connectivity
- Tamper proof with security features
- Remote updateable and manageable



SenseTise | Customer Feedback Systems

Powerful, highly customisable Portal



Swachh Bharat Mission
Ministry of Housing and Urban Affairs

Swachh Poll



Welcome: delhi_state head | Logout



Thu, 2 November 2017 06:36:13 PM

Total Feedbacks in Delhi till date: 142467

- Dashboard
- Reports
- Change Password

State

Delhi

ULB

Select ULB

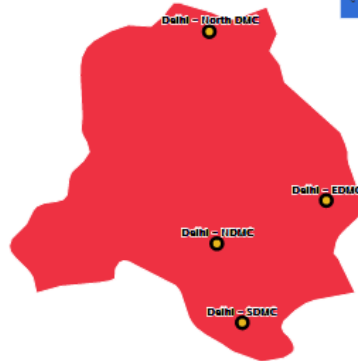
District

Select District

City

Select City

Map



Delhi

(Site Assessment based on last 7 days)

102

All Sites

51(50%)

Good Sites

5(5%)

Ok Sites

46(45%)

Bad Sites

Feedback Last Day

2847



Feedback Last 7 Days

19405

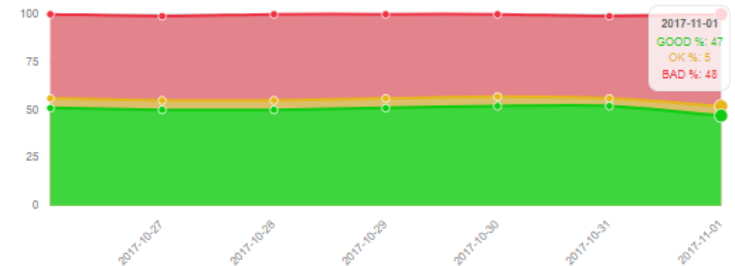


Feedback Last 30 Days

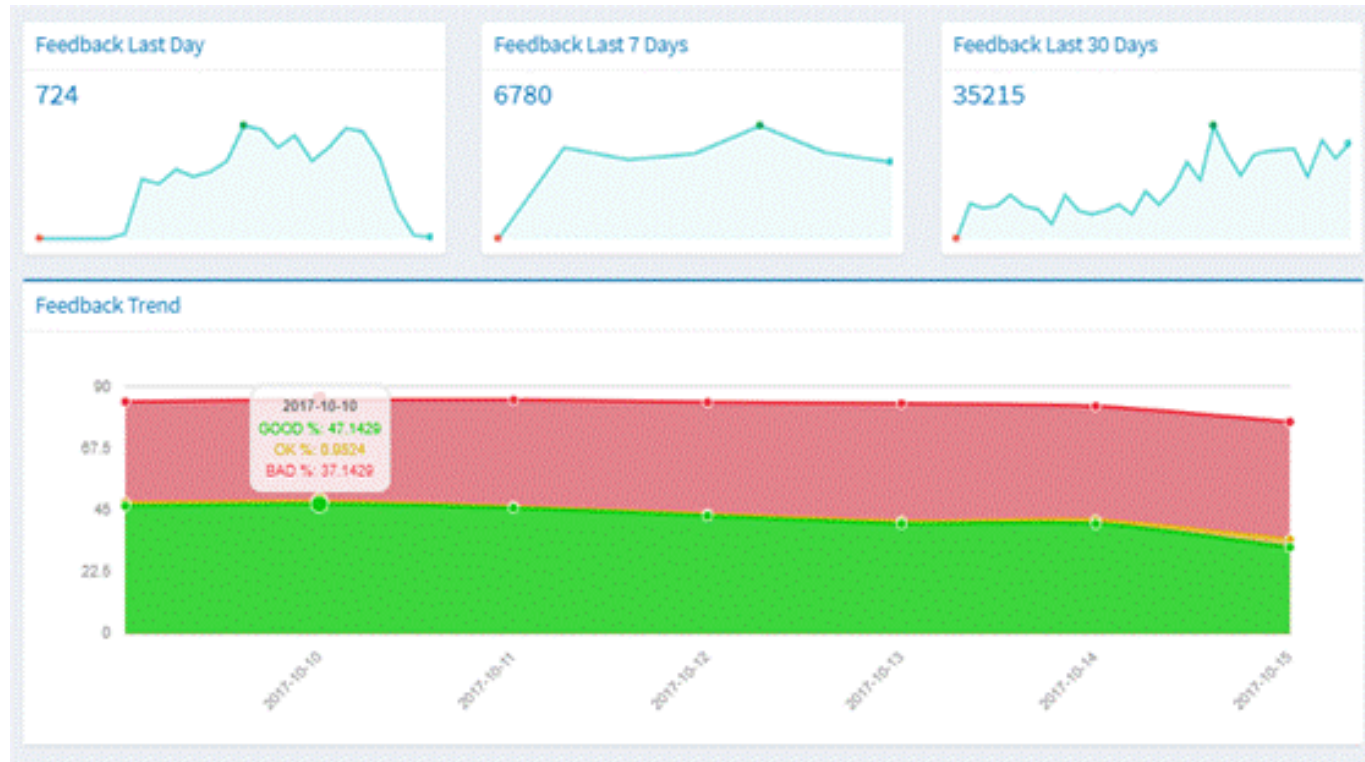
84215



Feedback Trend

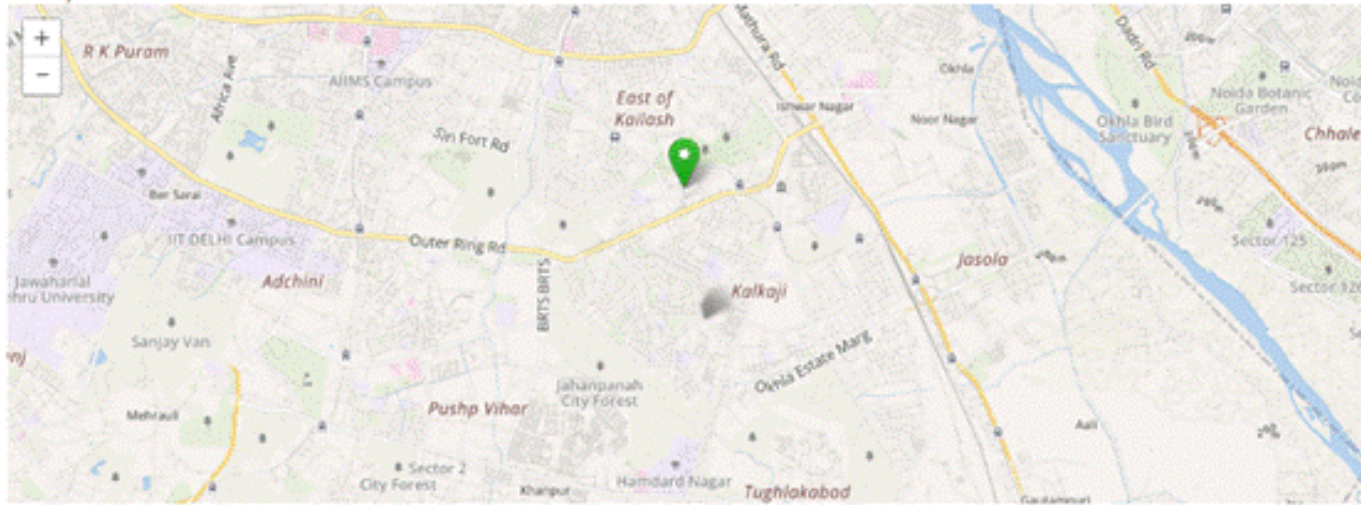


Track Customer Satisfaction over time



- Customer Satisfaction over time at the click of a button
- Trendline to measure and act against a falling trend

Compare Performance across outlets/locations



Delhi > South Delhi Municipal Corporation > South Delhi

(Site Assessment based on last 7 days)

35

All Sites

17(49%)

Good Sites

0(0%)

Ok Sites

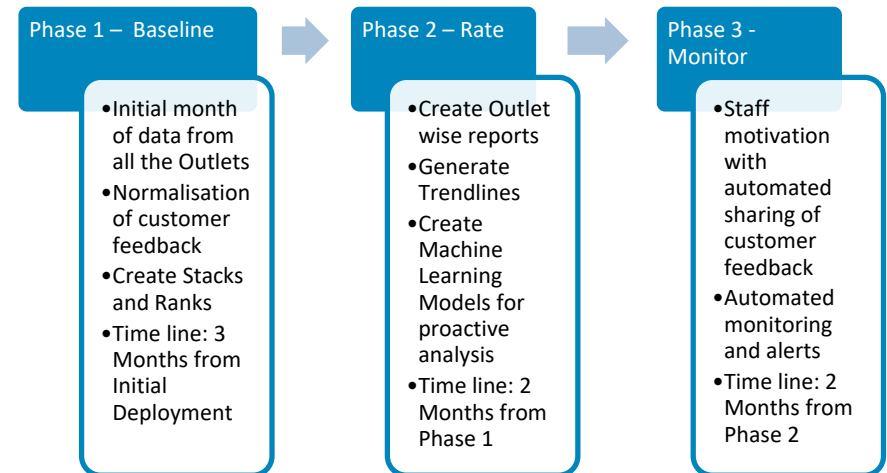
16(46%)

Bad Sites

- Simple visualisation of real time Customer Satisfaction across Sales and Service Outlets
- Click through to see the exact time at the specific outlet when customers were happy or otherwise



- Understanding and Classifying Outlets
 - Behavior Insights
 - Does the site has High, Average, Low or Variable traffic?
 - Are there any Day Week patterns of usage
 - Are there any Time of Day patterns of usage
 - Objectives
 - Classification of sites by Total Traffic, DOW and TOD
 - Detect perpetually under performing outlets
 - Proactively discover trends



SBM CFD | Data Management & Secured Portal



- Data Management
 - Identify each device as a combination of Serial Number, IMEI and MSISDN
 - At every Button press, record the User Input (Happy, OK, Sad) with the Time Stamp
 - Attempt to Send the data to the Portal immediately with power and network availability

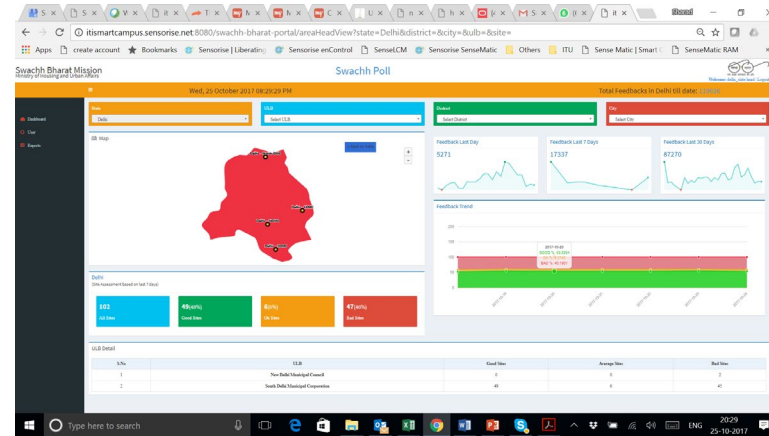
Event ID	Message Index	IMEI	Data Type	Feedback [1=GOOD, 2=OK, 3=BAD]	Device Timestamp	Creator	Received Timestamp
11848	27	864502030370019	C	2	2017-08-31 11:56:35.0	PUSH_EVENT	2017-08-31 11:57:29.0
11854	26	864502030370019	C	3	2017-08-31 10:00:15.0	PUSH_EVENT	2017-08-31 10:01:10.0
11857	25	864502030370019	C	2	2017-08-31 09:47:22.0	PUSH_EVENT	2017-08-31 09:48:19.0
11856	24	864502030370019	C	2	2017-08-31 09:47:17.0	PUSH_EVENT	2017-08-31 09:48:11.0
11855	23	864502030370019	C	2	2017-08-31 09:47:12.0	PUSH_EVENT	2017-08-31 09:48:06.0
11854	22	864502030370019	C	3	2017-08-31 09:47:06.0	PUSH_EVENT	2017-08-31 09:48:00.0
11853	21	864502030370019	C	3	2017-08-31 09:47:01.0	PUSH_EVENT	2017-08-31 09:47:55.0
11852	20	864502030370019	C	2	2017-08-31 09:46:52.0	PUSH_EVENT	2017-08-31 09:47:46.0
11851	19	864502030370019	C	1	2017-08-31 09:46:47.0	PUSH_EVENT	2017-08-31 09:47:41.0
11850	18	864502030370019	C	1	2017-08-31 09:46:42.0	PUSH_EVENT	2017-08-31 09:47:36.0

- Device Management & Security
 - Power Supply, Battery, Charging Circuit
 - Secure Large Account for Messaging
 - Over-the-Air management of Reset, APN, FOTA
 - Detection of Front Panel Opening and Device Removal
- Portal
 - Hosted at a carrier class cloud infrastructure
 - Public Dashboard showing Country wide performance
 - Secure Access Control and drill downs at the level of State, District, ULB/City, Site level details
 - Calculation and Reporting of Site, ULB Performance each day, colour coding of Site, ULB, District, State based on performance
 - Recording of Site-Device-Supervisor map, escalation via sms in case of poor performance

SBM CFD | Customer feedback Portal



- ICT-based feedback polling system for capturing and reporting citizen feedback
- Extensive Portal Analytics
- Deep Drill Downs for Supervisor
- Alerts for care takers
- Attendance Alerts



Highly Secure

- Opening of the Device Alert
- Detachment of the Device Alert
- Power and Battery Alerts
- Embedded SIM with Dual Network
- Validation of Customer Feedback Data
- Reporting and Analytics

Swachh Bharat Mission – Secured Login Page



Swachh Bharat Mission
Ministry of Housing and Urban Affairs

Swachh Poll



Date Time: Thu, 2 November 2017 06:34:41 PM


Sign In

Forgot password?

delhistate@head.com

Submit

 Maintained by ITI

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SBM State View

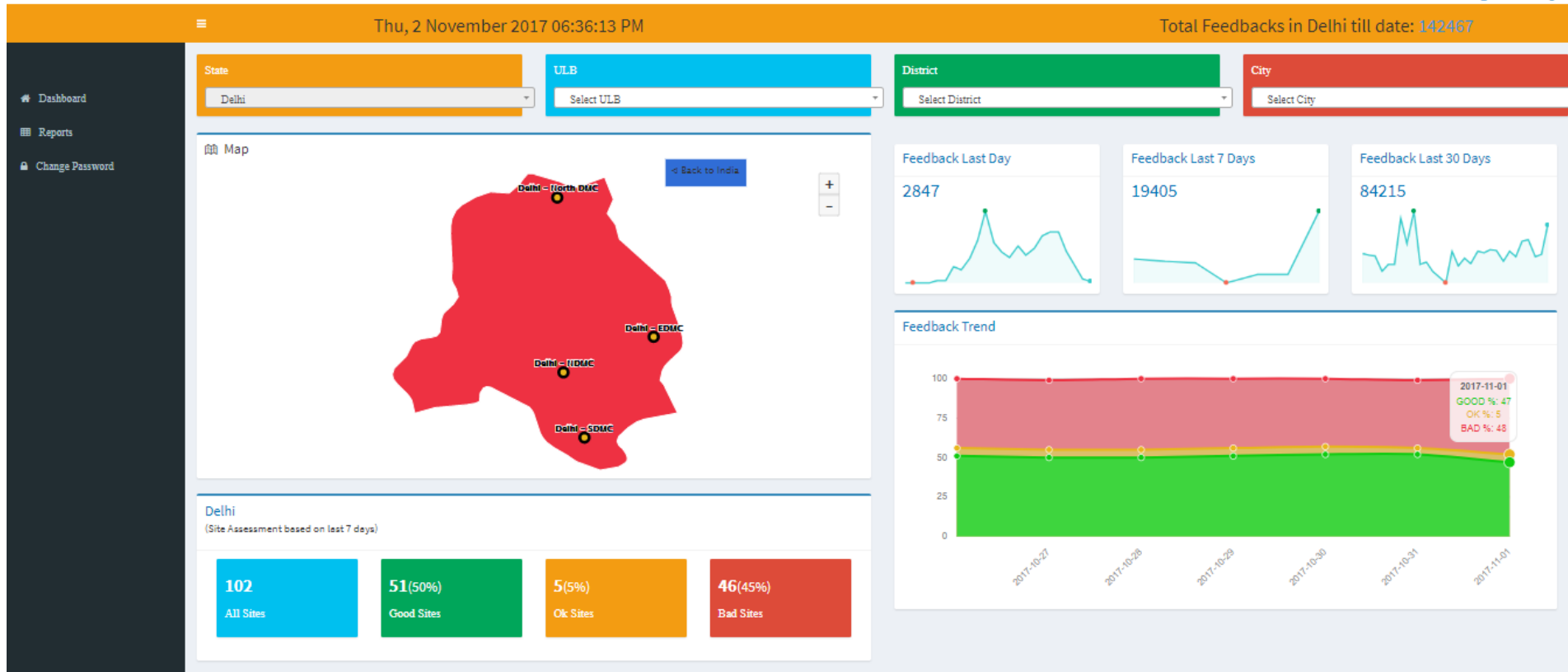


Swachh Bharat Mission
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Swachh Poll



Welcome: delhi_state_head | Logout



Multi Level View



Swachh Bharat Mission
Ministry of Housing and Urban Affairs

Swachh Poll

Welcome: delhi_state head | Logout

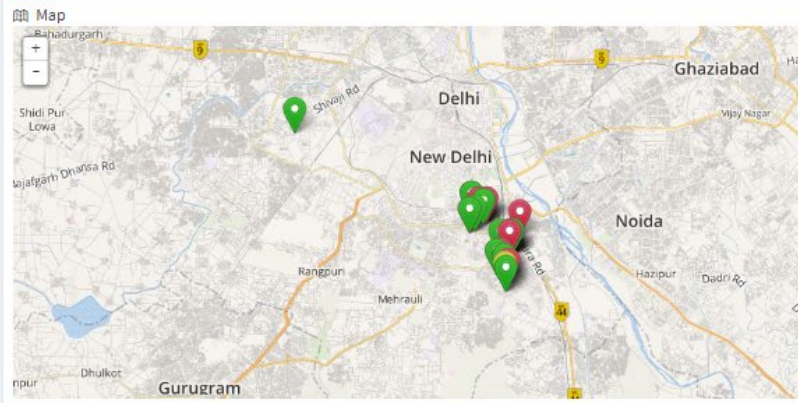
Thu, 2 November 2017 06:37:00 PM

Total Feedbacks in Delhi till date: 142467

Dashboard
Reports
Change Password

State: **Delhi** | ULB: **South Delhi Municipal Corporation**

District: **South Delhi** | City: **Select City**



Delhi > South Delhi Municipal Corporation > South Delhi
(Site Assessment based on last 7 days)



Feedback Last Day

1991



Feedback Last 7 Days

12922

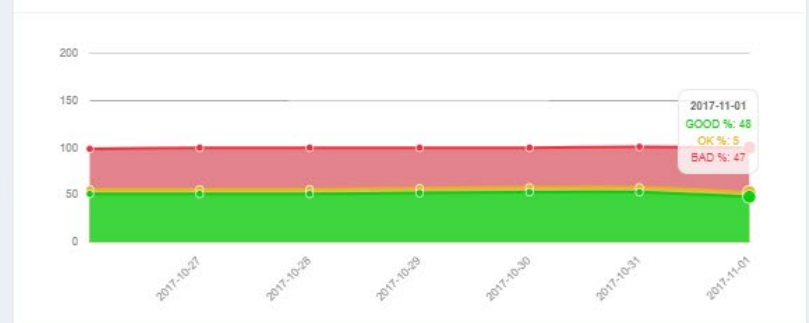


Feedback Last 30 Days

52492



Feedback Trend

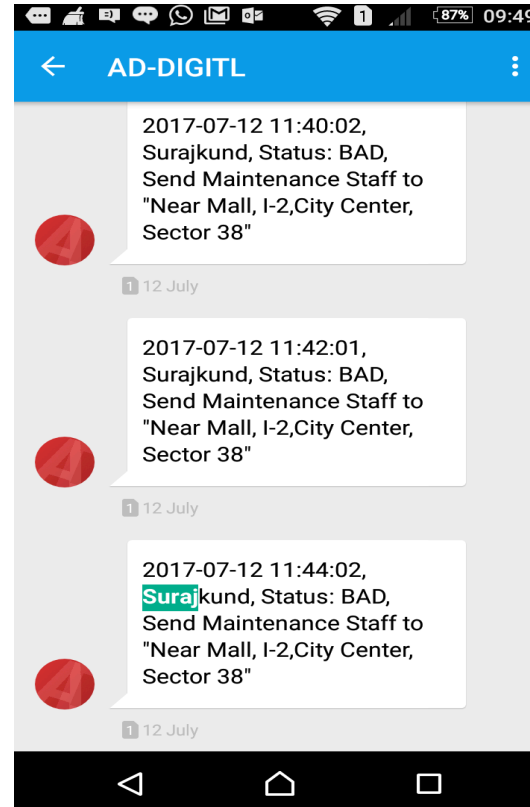




Automated Alerts & Escalation by SMS



- Sends automated alert SMS to ULB /Site in-charge
- Escalations are also available on Portal



Escalation View



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Ministry of Housing and Urban Affairs

Swachh Poll

Sep 5, 2017 10:15 AM | Login

Total Feedbacks On Aug 11, 2017: 791

Total Feedbacks Till Date: 3856

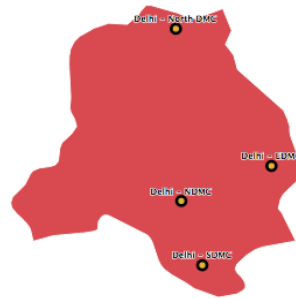
State
Delhi

ULB
SDMC

District
South Delhi

City
South Delhi

Map



Back to India

Feedback Last Day

346



Feedback Last 7 Days

675

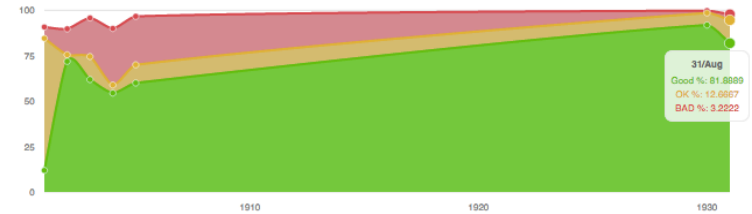


Feedback Last 30 Days

1278



Feedback Trend



ESCALATIONS

Feedback Details

Show 10 entries

Search:

S.No.	Feedback	Received Time
1	OK	2017-08-19 16:05:48
S.No.	Feedback	Received Time

Showing 1 to 1 of 1 entries

Previous 1 Next

Escalation Details

Show 10 entries

Search:

S.No.	Escalated On	Supervisor Name	Supervisor Number	Engineer Name	Engineer Number
1	19-Aug-2017 19:20:02	Rajbir Kunddu	919717787808	Akhil Joshi	919717787809
S.No.	Escalated On	Supervisor Name	Supervisor Number	Engineer Name	Engineer Number

Showing 1 to 1 of 1 entries

Previous 1 Next

Reports and Analytics Dashboard

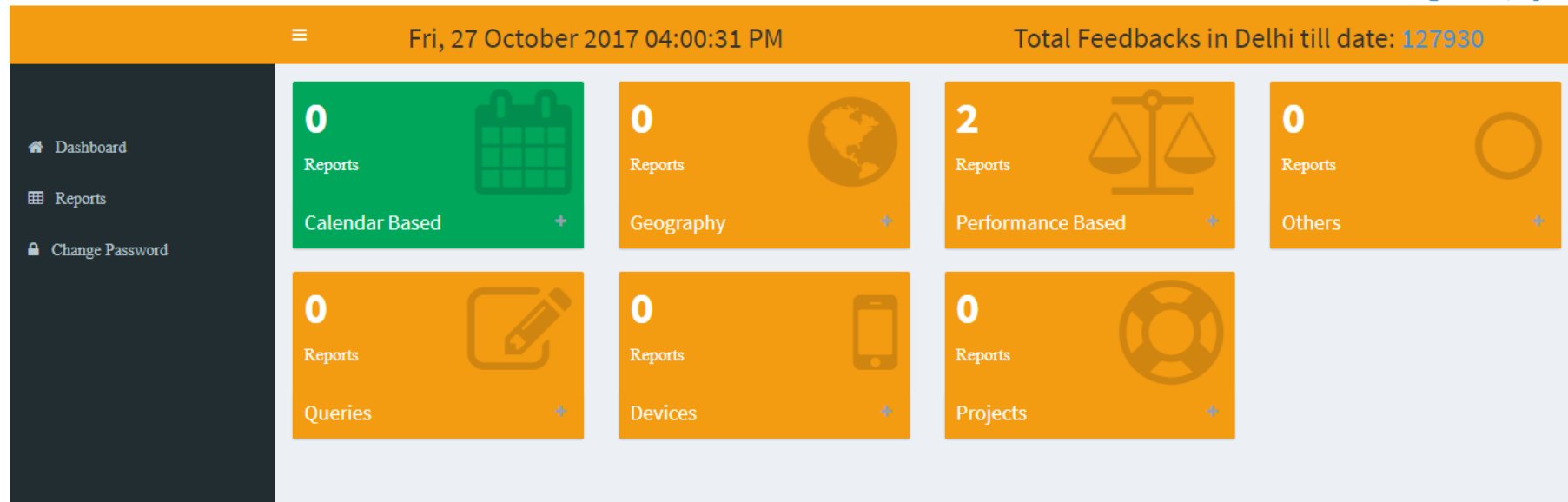


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Ministry of Housing and Urban Affairs

Swachh Poll



Welcome: delhi_state head | Logout



Suite of reports for all type of analysis and reporting

Report | ULB Performance



Swachh Bharat Mission
Ministry of Housing and Urban Affairs

Swachh Poll


Welcome: delhi_state head | Logout

Thu, 2 November 2017 06:55:21 PM

Total Feedbacks in Delhi till date: 142467

- Dashboard
- Reports
- Change Password

Reports Best and Worst ULB Analysis

Reports > Best and Worst 10 ULBs

Best 10 ULBs in Delhi

S.No.	ULB Name	# of Sites	% of Bad Sites	% of Good Sites	% of OK Sites	ULB Assessment
No Data Available						
S.No.	ULB Name	# of Sites	% of Bad Sites	% of Good Sites	% of OK Sites	ULB Assessment

Worst 10 ULBs in Delhi

Show 10 entries

Search:

S.No.	ULB Name	# of Sites	% of Bad Sites	% of Good Sites	% of OK Sites	ULB Assessment
1	South Delhi Municipal Corporation	100	44% (44)	51% (51)	5%(5)	RAD
2	New Delhi Municipal Council	2	100% (2)	0% (0)	0%(0)	RAD
S.No.	ULB Name	# of Sites	% of Bad Sites	% of Good Sites	% of OK Sites	ULB Assessment

Showing 1 to 2 of 2 entries

Previous 1 Next

Report | Best Site Analysis



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Ministry of Housing and Urban Affairs

Swachh Poll



Welcome: delhi_state head | Logout



Thu, 2 November 2017 07:04:45 PM

Total Feedbacks in Delhi till date: 142467

- Dashboard
- Reports
- Change Password

Reports Best and Worst Site Analysis

Reports Best and Worst 10 ULBs Best and Worst 10 Sites

Best 10 Sites in South Delhi Municipal Corporation

Search:

S.No.	Site Name	# of Feedbacks (in last 7 days)	% of Bad Feedbacks	% of Good Feedbacks	% of OK Feedbacks	Site's Assessment
1	Defence Conlony (Near Narulas) (Male)	296	1%(2)	98% (289)	2%(5)	Good
2	Sai Hospital Bhogal (Male)	41	0%(0)	98% (40)	2%(1)	Good
3	LSC - C4E Market , Janakpuri (Female)	296	1%(2)	98% (290)	1%(4)	Good
4	C block market Vasant Vihar (Common)	211	1%(3)	98% (206)	1%(2)	Good
5	Opposite Shivalik Apartments (Kalkaji) (Male)	1461	3%(40)	96% (1407)	1%(14)	Good
6	Tuglakabad Ext. red light Tara Appartment, Guru Ravidass marg (Male)	328	6%(19)	94% (308)	0%(1)	Good
7	Opposite Shivalik Apartments (Kalkaji) (Female)	51	0%(0)	94% (48)	6%(3)	Good
8	CSR Toilet Jail Road , Opp Om Sweets (Male)	1051	2%(26)	93% (980)	4%(45)	Good
9	CTC Leelaram Mkt Masjid moth (Common)	145	3%(4)	92% (134)	5%(7)	Good
10	Central Market Lajpat nagar (Male)	88	6%(5)	92% (81)	2%(2)	Good
S.No.	Site Name	# of Feedbacks (in last 7 days)	% of Bad Feedbacks	% of Good Feedbacks	% of OK Feedbacks	Site's Assessment

Showing 1 to 10 of 10 entries

First Previous Next Last

Worst 10 Sites in South Delhi Municipal Corporation

Report | Worst Site Analysis



Worst 10 Sites in South Delhi Municipal Corporation

Search:

S.No.	Site Name	# of Feedbacks (in last 7 days)	% of Bad Feedbacks	% of Good Feedbacks	% of OK Feedbacks	Site's Assessment
1	E block market Vasant Vihar (Male)	20	90% (18)	10% (2)	0%(0)	BAD
2	C3A Market Janakpuri (Male)	28	82% (23)	14% (4)	4%(1)	BAD
3	C4E Market JanakPuri (Male)	1041	81% (845)	12% (123)	7%(73)	BAD
4	Ekta Vihar Sector 7 R.K Puram (Female)	403	77% (310)	14% (58)	9%(35)	BAD
5	Sector 1 Mkt. R.K Puram (Female)	28	71% (20)	18% (5)	11%(3)	BAD
6	Main Market Rajouri Garden (Male)	378	70% (266)	21% (78)	9%(34)	BAD
7	Inside C-1 Market (Female)	3	67% (2)	0% (0)	33%(1)	BAD
8	Kalka Dass Marg opposite M.C.School Dargah (Male)	618	64% (395)	25% (153)	11%(70)	BAD
9	Bhikaji Cama Palace Near MTNI Building (Common)	19	63% (12)	37% (7)	0%(0)	BAD
10	Green park Market Near Agrasken Park (Male)	196	59% (115)	33% (65)	8%(16)	BAD
S.No.	Site Name	# of Feedbacks (in last 7 days)	% of Bad Feedbacks	% of Good Feedbacks	% of OK Feedbacks	Site's Assessment

Showing 1 to 10 of 10 entries

First Previous Next Last



Summary





What can Sensorise do for Indosat, Indonesia



- Request Subscriptions for Incoming Indian Devices from Sensorise / Partners
- Customer Feedback Devices with end to end services in an Opex model
- Bespoke Projects
- Sensorise has more than 30 device partners, some of who have business interests in Indonesia and South East Asia
- Sensorise can embed Indosat connections in its Indian Cards
- Deliver critical analytics for large corporates and multi-nationals wanting to gauge a comparable and benchmarked real time service quality across outlets
- Work with Indosat to respond to RFPs and Tenders in IoT Solutions, Smart Cities and Telematics

About Sensorise



-  Sensorise is an Indian Startup and **M2M Service Provider**, with a practice of supplying end to end solutions in Lifecycle Management of e-SIM and IoT Devices
-  Sensorise is SIM, Device and Operator **independent**
-  Sensorise solutions are network technology **agnostic**
-  Sensorise provides solutions to the Government and the Private Companies, principally in the verticals of Automotive, Financial Services and Consumer with a focus on **quality of service, remote management and automation**
-  Sensorise regularly contributes to the policy and standards working group, fostering an open and constructive industry dialogue.
-  Sensorise's work in the area of providing high quality and frugal connectivity in the space of mobile connectivity has been submitted as an Indian **Patent** Application
-  Sensorise's intervention in the Smart Infrastructure area passes through the provisioning of M2M connectivity using GSM and LWPAN networks, with an end to end orchestration of Smart Applications including devices, connectivity, portals and Apps

Thank You

Connect & Serve

For More information

www.sensorise.net

Contact:

care@sensorise.net

