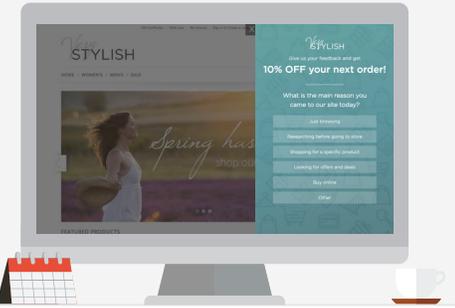




Onsite Engagement - Insight Surveys

Gain insights on your customers' online experience. By identifying ways to improve your site performance and level of customer satisfaction, you can increase customer retention, which results in increased revenue!



How it Works

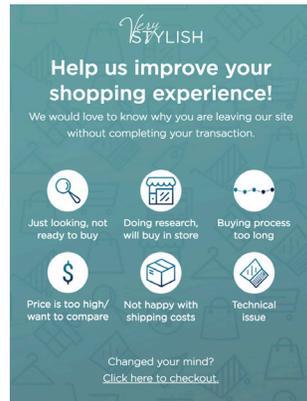
With Cybba's insight surveys, collect valuable feedback from different online audiences through:

Onsite Experience Survey



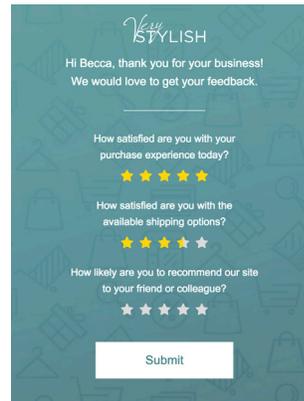
As visitors browse your website, understand their user experience, or ask other market research questions. Survey all site visitors, or target customer segments based on onsite behavior.

Abandonment Survey



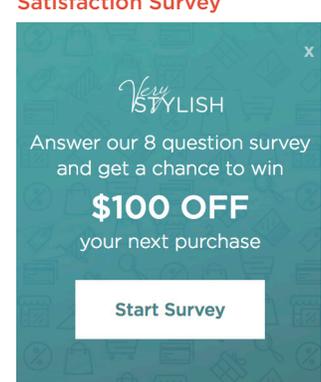
As abandoning customers leave your website, find out why they did not complete their transaction.

Post Sale Survey



As converted customers complete their transaction, identify what made them pick your business.

Customer Satisfaction Survey



Research your customer base for buyer sentiments and satisfaction with your brand and products.

Features

Powered by Cybba's MarTech solutions
Conduct and share your surveys through Cybba's onsite engagement, promo bar and email remarketing solutions.

Cybba Insight Surveys
Using our insight surveys solution, create or use our ready-made survey templates and personalize them as needed.

Cybba Performance Platform
Find trends and explore your survey results in the Cybba Performance Platform. You can also export your data into other formats, such as CSV or SPSS, for further analysis.

Benefits

Reduce Abandonment Rates
Understand why customers are leaving your site without completing their purchase

Improve the User Experience
Discover your customers' level of satisfaction with their onsite experience

Collect Valuable Customer Feedback
Identify the key factors impacting the customer buying process with a post sale survey

Increase Customer Retention
Build brand loyalty by creating a frictionless customer journey