



Optimize customer experience with integrated and automated solutions to enhance service quality.



WHY CHOOSE SPECTOS?



- ✓ Over 20 years of experience in service quality management
- ✓ Member of ESOMAR since 2009
- ✓ Professional and systematic management approach
- ✓ Certification as a partner meeting the standards of TÜV SÜD (ISO 9001: 2015, ISO 14001: 2015, ISO 27001: 2017)

CONTACT

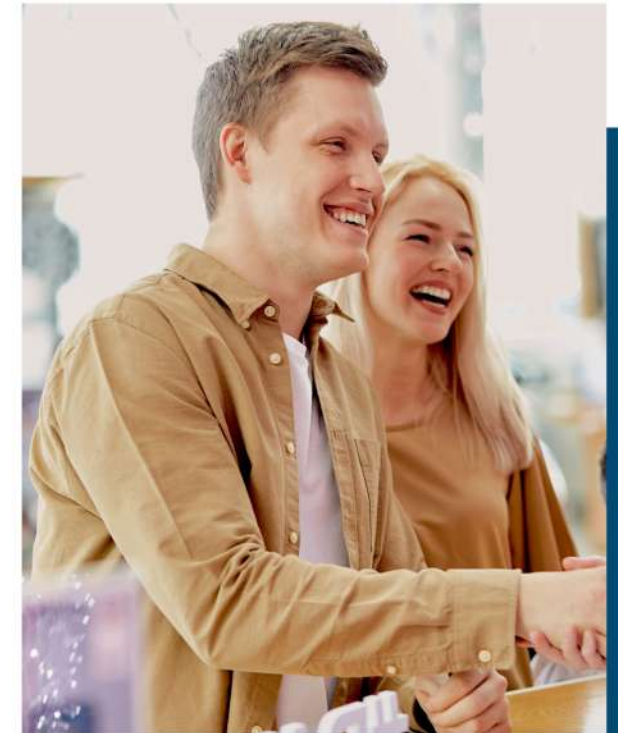
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spectos 

Solution CUSTOMER EXPERIENCE

Service Quality matters



SOLUTIONS FROM SPECTOS



FLEXIBLE

satisfaction surveys at key touchpoints throughout the customer journey



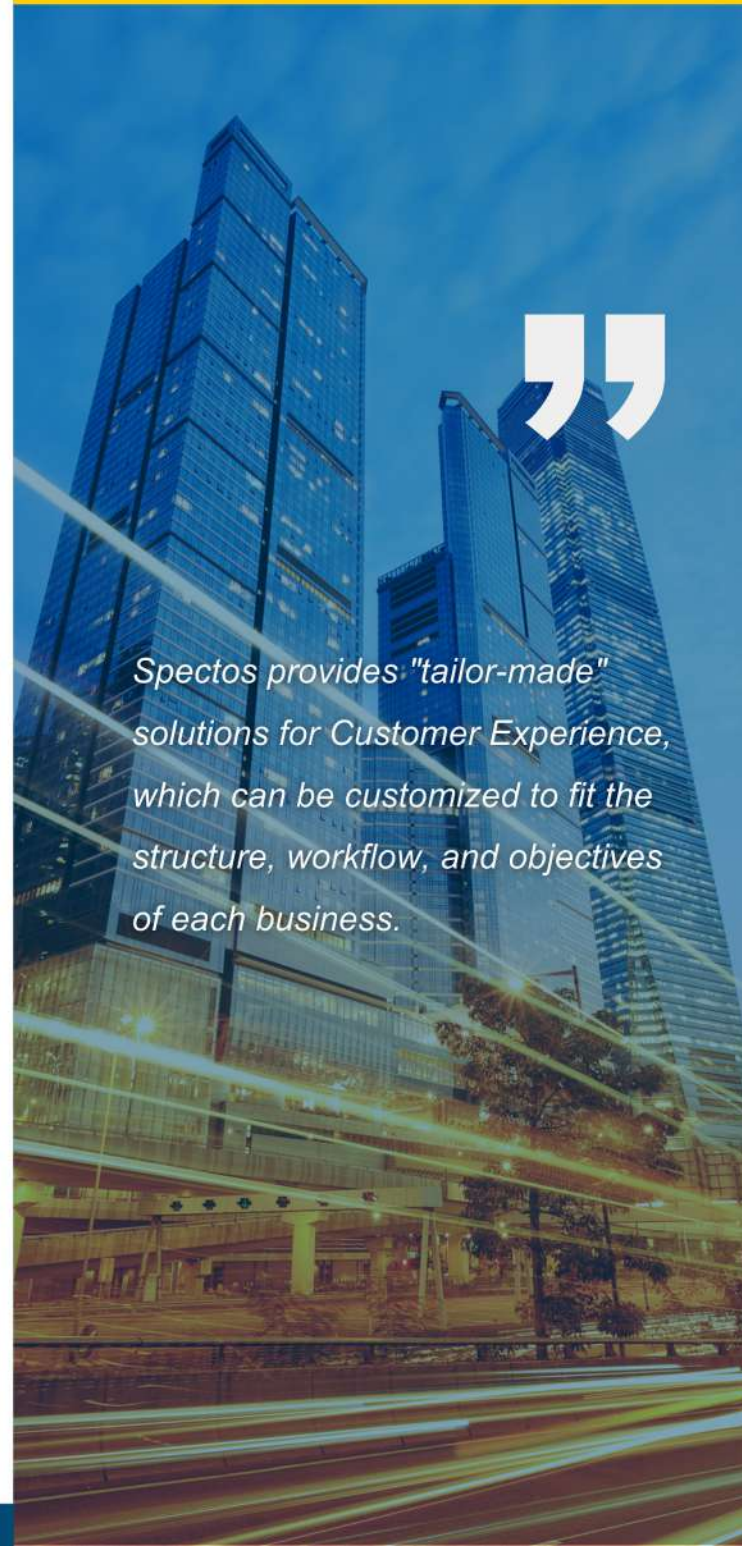
NOTIFICATION

automatically, in real-time to monitor critical processes and data, as well as promptly respond to arising issues



AUTOMATED

collecting, processing and analysing of feedback



Spectos provides "tailor-made" solutions for Customer Experience, which can be customized to fit the structure, workflow, and objectives of each business.

SOLUTIONS FROM SPECTOS



INTEGRATED

ticket service for fast and systematic case processing



CONTINUOUS

monitoring 24/7 crucial metrics on Spectos Real-Time Performance Management platform



MULTI-CHANNEL

to reach all targeted groups, incl. service for digitization of paper-based information