TMPS's Customer Surveys (CS) Module

The Customer Surveys module offered by Tmurot's Talent and Performance Management System (TPMS) enables the user to build, administer, monitor, and view results of on-line customer satisfaction and other customer-related surveys using a wide range of question types.

In addition to offering highly professional pre-set surveys, the system enables the user to develop and customize their own surveys.

The system's powerful reporting functionality allows extensive study of the information collected, 'drill down' and monitoring of specific cases until an open service issue is resolved, presentation and investigation of the data by different statistics, comparisons at any organizational level, display of the results in different textual and graphical modalities, etc.

Interfaces and import and export capabilities allow exchange of information with the organization's ERP, operations, and HRM systems thereby enabling analysis relating the findings to additional relevant data.