

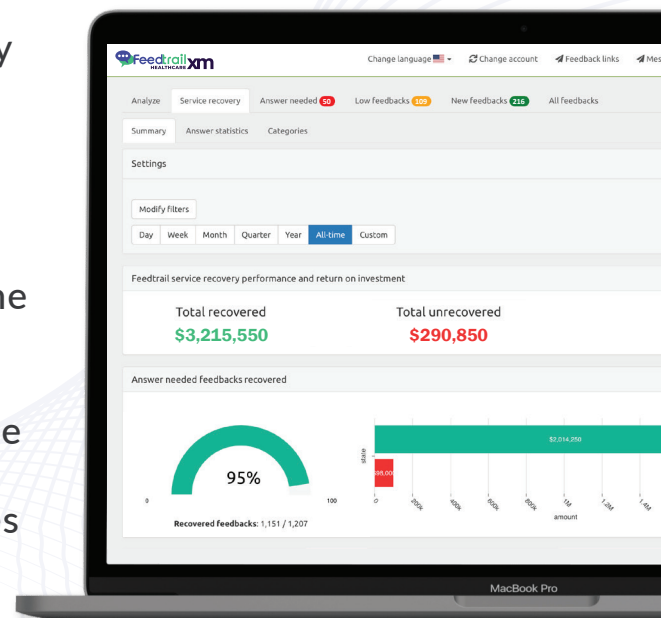
Service Recovery

Automate service recovery to drive revenue and growth

- Automated notifications to never miss an opportunity
- Intelligent filtering ensures the right people get the message
- Direct dialogue allows a rapid start to service recovery
- Customizable reporting to track progress and dollars recovered

Leverage the power of patient feedback to identify patients at risk of leaving their experience dissatisfied and prompt staff with real-time push notifications and prescriptive analytics to ensure their satisfaction with your organization is restored.

Once a patient has been identified as a detractor, the Feedtrail XM platform automatically notifies the correct care team member and can show the main cause of dissatisfaction and outline the best possible course of action. Operations leaders can create planned sets of action items to ensure best practices are followed.



Successfully recovered 88% of all service recovery opportunities

Resolved ~75% of 1,000+ recovery opportunities within 48 hours

Salvaging 200 patient experiences saved \$350,000

Customer Success:

Gracepoint Wellness has been a community leader in the Tampa behavioral health space for decades. However, the market is becoming saturated making it vital to remain competitive. Leadership made efficient service recovery a priority of their Feedtrail workflow. Instant Feedtrail notifications delivered to the appropriate team member allow Gracepoint to address patient issues within minutes, instead of days or weeks.

“With Feedtrail in place, no existing workflows are disrupted, team members have a direct path to recover any patient concerns BEFORE they leave dissatisfied, and executives can learn what matters most to their staff and patients.”

- Joe Lallanilla, Director of Performance Improvement at Gracepoint Wellness