

Customer Feedback

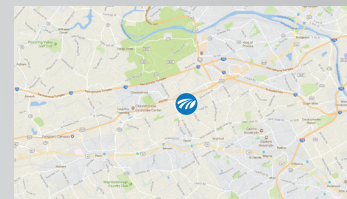


The integrated customer feedback module provides tools for collecting and tracking issues reported to customer service directly inside the Ecolane DRT platform.

- ✓ Provide tools for collecting and tracking issues reported to customer service
- ✓ Link feedback issues to trips, drivers, vehicles, reservation agents, incidents and more
- ✓ Attach files as supporting data directly to the system to speed up support process
- ✓ Track log data for follow-up action
- ✓ Search through feedback issues, grouped by definable categories
- ✓ Track both positive and negative feedback in easy-to-use interface



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Map data: Google

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