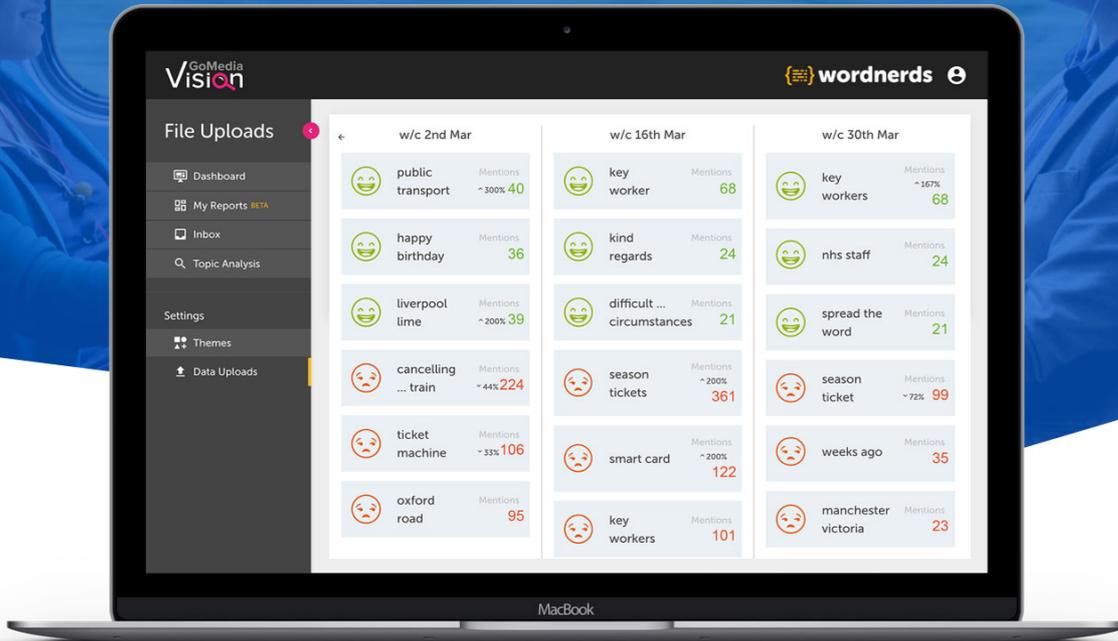


Vision

Actionable Feedback



The power of GoMedia Vision

Giving public transport companies the power to understand their customers through live feedback through Vision. It captures live feedback and passes this through GoMedia's Passenger Information Engine and Sentiment Analysis tools, out putting real-time, actionable, and relevant feedback.



Passenger Information

GoMedia attaches the specific journey information behind every individual piece of feedback. This gives operators the opportunity to analyse feedback by type of train, journey time, journey direction, service, or any other metric it has in mind.



Real-time

Connect with your passengers whilst they are travelling on your network. Get feedback instantly and be able to act on it immediately, we can even implement a two-way conversation with passengers whilst they are still on board.



Sentiment analysis

We can automatically analyse free text feedback, group into themes and sentiment based on our powerful AI sentiment analysis tool. We can even work with you to identify and categorise the severity of potential issues raising them to the attention of the relevant personal.

Benefits

Boost customer satisfaction

Stay connected and ask customers for their feedback when it is relevant during their journey. Communicate with them directly and get actionable feedback to improve customer satisfaction.

Maximise existing technology investments

Stay connected and ask customers for their feedback when it is relevant during their journey. Communicate with them directly and get actionable feedback to improve customer satisfaction.

Reduce customer service costs

Get social media feeds and free form text analysed automatically through our sentiment analysis tool. This will save your customer service team time and give them better insight about trends.

Drives passenger journey growth

Several of our operators have proven that partnering with GoMedia increases the number of passenger journeys through increased satisfaction.

Specifications

	Default	Add-on
Customisable surveys Includes fields such as: single checkbox, checkbox group, radio button group, group, select, number slider, text fields, text areas and rating.	✓	
Reports Receive standard monthly reports.	✓	✗
Attached journey information* * GoMedia's Passenger Information product needed to support this.	✓	
Feature releases Access to future feature releases.	✓	✗
Monitoring and security updates Access to future monitoring and security updates.	✓	
Sentiment analysis Analyse automatically free text content, gain additional insight and include social media feeds and other free text customer feedback you already receive to the results.	✓	+
Customised reporting Receive customised reports.		+

We are GoMedia, world's leading onboard infotainment provider.
For more information, please contact enquiries@gomedia.io

