

# TecCat

## FEEDBACK FUNCTION

One of the key factors of entrepreneurial success lies within the communication towards the customers. The TOPMOTIVE feedback function serves to fulfil the customers' wishes and requirements.

Thanks to the feedback function, your customers can disclose diverse information to an article within their catalog. This can, for instance, be a note that prices are incorrect, other quantity units are desired or that articles are not listed. You can define various feedback options yourself with which your customers can send you notifications. The feedback function can, for example, be applied in the following categories:

- **Feedback for articles which have been assigned an order number**
- **Feedback for all articles in the catalog**
- **Feedback by means of textual information**

Notifications are directly send to you via email or web service, which allows accordant reaction.

As a matter of fact, relevant data such as customer name, customer ID, product group, article number, part supplier etc. are also automatically included in the email title or body, besides the individual feedback.

### Benefits and additional values for you and your customers:

- **Optimized and direct customer communication**
- **More insights gained due to customer feedback**
- **Increased customer satisfaction**
- **Identification of gaps in the article assortment**

**Feedback**

Price is to high

Delivery times and prices

Warehouse stock is low

Another reason

Additional text

Contact

**Submit dealership request**

