

# Use Case: Facilities Maintenance

Organizations are using Qualtrics to improve the experience employees and visitors have with their physical facilities. We are here to help you find innovative ways improve the quality of your locations by using the Qualtrics platform. For example, this graphic displays options for a solution that can either track guest sentiment (displayed in the blue line) or an employee-triggered ticketing system for repairs and cleaning with a follow up (displayed in the purple line).



Guest has facility experience to report



Guest Scans QR code, or visits webpage, starting the survey



Survey captures experience data from guest



Experience data tracked on your dashboard



Employee has facility issue to report



Ticket created based on feedback



Ticket is assigned to support team



Repairs completed, and resolutions logged in central location



Satisfaction survey sent to original reportee



Track experiences over time to see improvement

## CALL FOR MORE DETAILS

Jenna George  
801-980-3655 x705  
[jenna@redpeppersoftware.com](mailto:jenna@redpeppersoftware.com)

