

Use Case: Hospital Maintenance

Hospitals are using Qualtrics to improve the experience employees and patients have with their physical facilities like hospitals. 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 patient sentiment (displayed in the blue line) or an employee-triggered ticketing system for repairs and cleaning (displayed in the purple line) with a follow up.



Patient 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



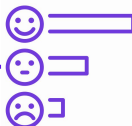
Ticket is assigned to support team



Repairs completed, and resolutions logged in central location



Satisfaction survey sent to original reportee



Employee has facility issue to report

CALL FOR MORE DETAILS

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