



More visits, more often.

Automated customer engagement & retention
solution for hospitality businesses.



INFLUENCE DEMAND



DRIVE REPEAT VISITS



MOVE DEMAND

The QikServe hospitality platform combined with Impact Data's automated customer engagement and retention solution connects you with your customers to get more repeat visits and drive sales, automatically.

How it works



Gather your audience in one place

We collect your customer and transaction data from **QikServe**, booking partner and other systems in your business such as your loyalty platform.



Analyse and understand your customers

Gain insights into your customer behaviour as we transform customer visitation and spend data into TalkBox. Giving you the tools to target a specific customer or segment an audience.



Trigger automated communications

Automatically send an email and SMS based on a visit, absence of a visit, or spend level or anything else we know about your customer.



Drive sales

Send vouchers to drive visits and sales with our fully integrated vouchers that can be redeemed on **QikServe**.



Engage with your audience

With all your customers in one place, you can send an email and SMS your customers will love reading with our digital marketing application, TalkBox.



Measure success

View detailed reporting for communication engagement, voucher redemptions and customer satisfaction with Net Promoter Score (NPS).



Not only does our automated customer engagement and retention solution drive more bookings more often, but a native integration with **QikServe** lets us issue vouchers directly so we can leverage the power of **behaviour-based communications**, automatically.



Did you know up to 80% of your customers may never return?

We can help you change that stat.

Our series of clever one-to-one automated communications work to:

Welcome and onboard new customers

Introduce new customers to your business and invite them back. Send a welcome message the day after a customer visits you for the first time.

Retain and recover lost customers

TalkBox will watch out for customers who appear to be trending away. Automatically entice lost customers back after a significant period of absence with a communication targeted just to them.

Drive Average Transaction Value

Adding 'spend-get' vouchers. Eg: Spend \$50 get \$10 off. Or offer vouchers for high margin higher cost items. Eg: Upgrade your medium chips to a large.

Revisit

Up to 80% of your customers may never return. We can help change that with a message and voucher to target that second visit. That is how you turn a first-time visitor into a loyal regular.

Get feedback

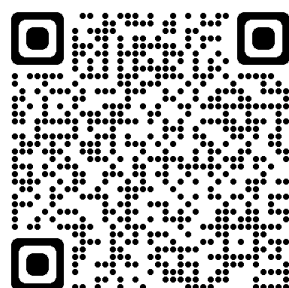
Send an NPS feedback survey to your customers after they visit you. 'Promoters' are invited to share their experiences on review sites while 'detractors' details can be sent to management to follow-up.

TalkBox can also send important customer information such as new menus, opening hours and daily specials. *Plus so much more.*

**Experience it
for yourself!**



Scan the QR code and join
us on a customer journey.





Ready to get more orders, more often?

Get in touch to organise a demo:



Impact Data

impactdata.com.au

hello@impactdata.com.au



QikServe

QikServe

qikserve.com

hello@qikserve.com