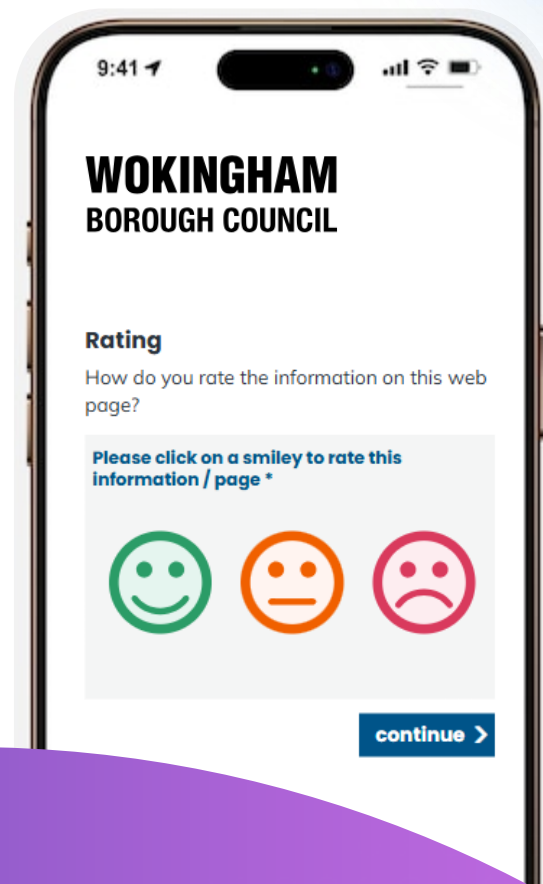


Meet your citizen-powered early warning system.

GovMetric CX enables you to harness the power of citizen insight to reduce failure demand and stop minor issues escalating into costly complaints.

Our research shows for every 1% decrease in CSAT there is a 5% increase in complaints.

The **only** feedback solution designed for the public sector.



Unlimited Users



Multi-channel



AI-powered Insights

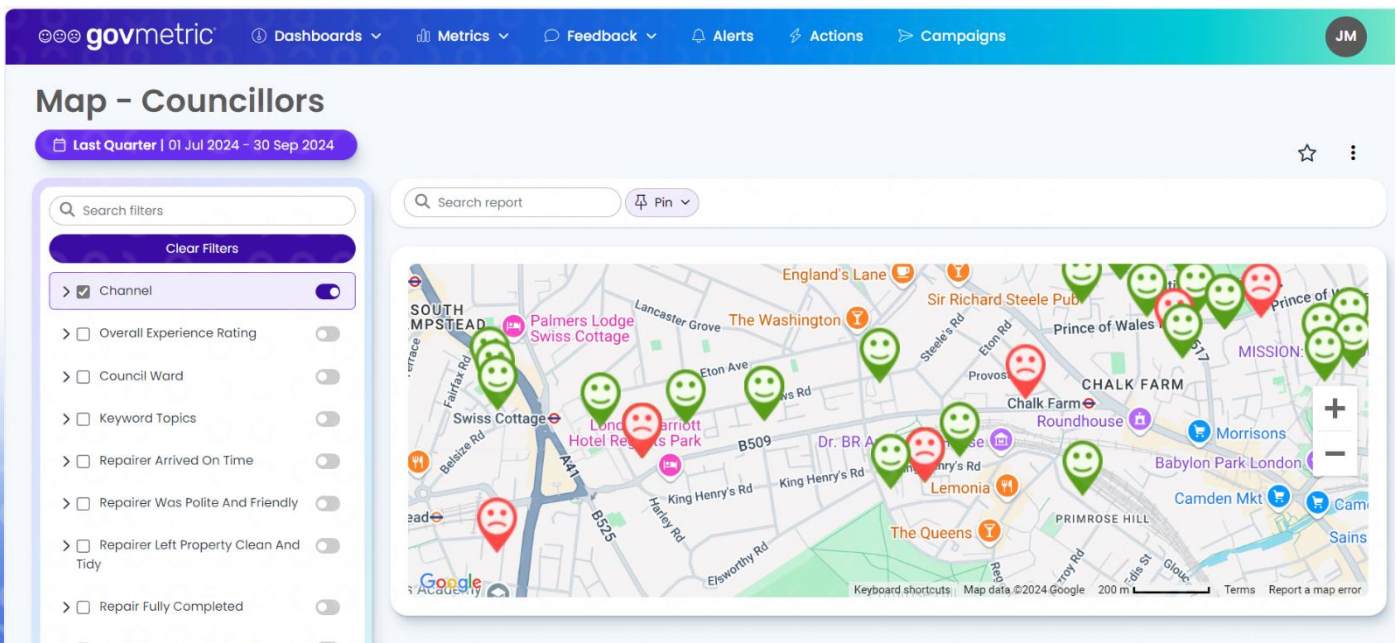
FIND OUT MORE

info@govmetric.com
www.govmetric.com
+44 1572 756565

Transform citizen feedback into actionable insight

Public Sector Compliance built-in

- ✓ Tenant Satisfaction (TSM) Surveys
- ✓ Housing & Repairs Surveys
- ✓ Adult Social Care (Reg 17 Surveys)
- ✓ Planning and Regulatory Surveys
- ✓ Children's Services Surveys
- ✓ F2F Experience Surveys
- ✓ Website Experience Surveys
- ✓ Complaint Experience Surveys
- ✓ CSAT Surveys
- ✓ Automated Post-Interaction Surveys
- ✓ Contact Centre Experience Surveys
- ✓ eNPS Surveys



Why choose GovMetric CX?

- ✓ Feedback summaries
- ✓ Topic detection
- ✓ AI-powered sentiment analysis
- ✓ Emerging trends
- ✓ Data-driven recommendations



AI-powered Insights

GovMetric CX Insights is the first AI powered public-sector solution for citizen feedback specifically built around local government.

The solution automates feedback analysis, transforming raw data into clear, actionable intelligence.

GovMetric CX is a solution built for you, for now, and the future.

Survey across EVERY channel

(web, phone, SMS, WhatsApp, live chat, ai chat, QRC code & more!)

Send Surveys en masse via SMS, Email, WhatsApp

Intelligent alerts proactively monitor feedback

Reporting and Dashboards you can share publicly

Free APIs to automate data transfer to other apps

Integrated with >20 council apps

Public Sector System Integrations – Done!



Unlike generic surveying tools, GovMetric partners with public sector leaders such as Local Gov Drupal, NEC, Jadu, Microsoft Dynamics ensuring you maximise the value of your existing systems.

Built for the Public Sector



Juliana Beshiri

Performance & Data Analyst

"I think the features speak for themselves: instant feedback and a simple to use data dashboard. We particularly love the mapping functionality."



"We have been able to react to customer feedback far quicker and fix issues within days... sometimes even hours."



Jenny Payne

Head of Customer Experience & Improvement

"One of the main reasons we joined in partnership with GovMetric was the ability to receive all of our customers feedback across multiple channels all combined on one user friendly platform."



Daryl Motion

Change & Delivery Manager

The Gold Standard for the Public Sector

>100

Public Sector Clients
across the UK &
Netherlands



Crown
Commercial
Service
Supplier



WCAG 2.2



Disclosure &
Barring Service

