

HARNESSING THE POWER OF FEEDBACK WITH SMART BUTTONS

An IoT powered all-in-one solution for capturing user input data to make faster and improved business decisions

Feedback gathering has always been tedious, time consuming and often inaccurate.

That's all going to change with the **Tata Communications IoT powered Smart Button** that empowers customers to give feedback at the point of contact through the simple click of a button. You can also program these buttons to trigger a service request like ordering a taxi or requesting for asset maintenance. The possibilities are endless and so are the benefits from improving your efficiency, business strategy, and customer satisfaction.



Enhance customer satisfaction and elevate user experience



High feedback accuracy and no data loss or misreporting



Increased responsiveness to service requests with quick remedial actions



Deliver SLA's successfully, reduce operational costs & supply times



Monitor vendor performance and ensure zero stock-outs

HOW IT WORKS



The device — One or three button device captures user feedback or service request with a simple click



The platform — Our industry agnostic platform captures all user data, synthesizes it and transmits to end user applications



The network — The PAN India Tata Communications LPWA network captures and transmits feedback from the smart button devices to the IoT Platform



The application — Powerful and functional applications deliver useful insights of customer feedback for a quick and smart business response

Our experienced team will work with you to create an easily implementable solution that's customised to your business needs for maximum impact and immediate return on investment.

SMART BUTTON SOLUTION AND USE CASES

KEY FEATURES



LPWA network technology for long range, low power cost effective sensors



Automated data collection through smart buttons for feedback and action



Accurate information collection without data loss or misreporting



Cloud based platform that is scalable and industry agnostic



Functional applications for full control and business intelligence



Customisable hardware with predefined workflow, industrial grade enclosures

FEW OF THE MANY SMART BUTTON APPLICATIONS

- Capture customer feedback in F&B outlets
- Quickly reorder supplies for smart offices
- Log service requests for faster maintenance of facilities
- Receive instant patient feedback for monitoring healthcare
- Reorder inventory with a single click
- Capture customer experience in travel industry