## **Customer Feedback**



The integrated customer feedback module provides tools for collecting and tracking issues reported to customer service directly inside the Ecolane DRT platform.



Provide tools for collecting and tracking issues reported to customer service



Link feedback issues to trips, drivers, vehicles, reservation agents, incidents and more



Attach files as supporting data directly to the system to speed up support process



Track log data for follow-up action



Search through feedback issues, grouped by definable categories



Track both positive and negative feedback in easy-to-use interface





www.ecolane.com info@ecolane.com



940 W Valley Road, Suite 1400 Wayne, Pennsylvania 19087

(844) ECOLANE