

How to Use Survey Results to Improve ROI

Best of Accounting™ helps you easily gather client feedback with a simple online satisfaction survey. When you participate, you'll get access to a detailed reporting website that will help you improve and grow your business.

MYINAVERO

Your online dashboard of survey responses.

PINPOINT PRACTICE AREA ISSUES

Why is our Consulting satisfaction score so much lower? What's happening here? Look into this.

PINPOINT OFFICE ISSUES

What's happening with Miami? Their satisfaction score is too low.

REWARD TOP PERFORMERS

Andy and Angela are doing a really great job! Recognize in next meeting.

RETAIN AT-RISK ACCOUNTS

Partner needs to look into Gerald's issue.

GET REFERRAL PROSPECTS

Ask for referrals from James and Anna!

GET FRESH TESTIMONIALS

Great testimonial. Get on website and proposal template today.

Plus/Enterprise reporting package shown.

my.inavero.com

Surveys Contacts Manage My Issues

Overview / Best of Accounting

Benchmarks Reports Preview

Best of Accounting

Practice Areas

Practice Area	NPS	Response Rate	Flagged
Audit	100%	28.1%	--
Consulting	53.8%	34.2%	2
Corp. Tax	100%	47.6%	--
Personal Tax	100%	36.8%	--

Offices

Office	NPS	Response Rate	Flagged
Alexandria, VA	100%	50%	--
Boston, MA	100%	45%	--
Buffalo, NY	100%	28.6%	--
Miami, FL	33.3%	25%	1

Partners

Partner	NPS	Response Rate	Flagged
Andy Bernard	100%	50%	--
Angela Martin	100%	45.5%	--
Dwight Schrote	85.7%	23.5%	--
Erin Hannon	85.7%	28%	--

Responses

NPS	Respondent	Response
7	Gerald Clinton Circuit City	"It's a great idea but complicated and already full schedule." "I haven't been impressed with your product."
10	James Ford FMS.com	"Outstanding service and value." "Excellent service by our account manager. She's very on top of things!"
10	Anna Truman Power Records	"Professional, expert, great customer service." "Timely response and availability to meet our needs."

Testimonials

Respondent	Response	Date
George Pierce Tower Records	Everyone is always helpful and truthful in their efforts and information. I always walk away or actually get off the phone feeling like the things have been resolved.	Jun 1, 2015
Anna Johnson Erson		