

“Over the past few years, our business has grown by a 20% clip and a large majority of that is due to SocialSurvey’s ability to generate new referral business.”



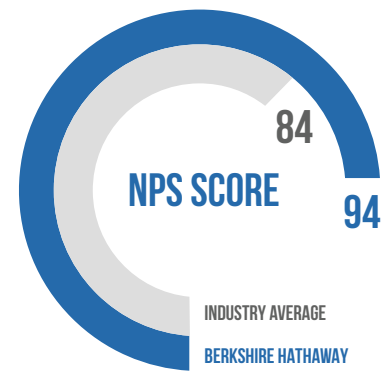
— DAVID MUSSARI,
Managing Partner
BHHS FRANCHISE OWNER



SOCIALSURVEY ENHANCED THEIR ONLINE REPUTATION, HELPING DRIVE MORE REFERRALS AND ORGANIC LEADS.

10 PTS ABOVE THE INDUSTRY NPS AVERAGE!

Using **SocialSurvey** to increase their online presence and gain better visibility into their agents’ performance, BHHS established an NPS Score of 94, beating the real estate industry average of 84. In 32 offices across multiple states, they can now position themselves online as 5-star customer service agents and tell the world without lifting a finger. Agents are equally thrilled having collected, 11,631 reviews at a 4.88 star average.



OVER 11,500 REVIEWS AND COUNTING!

SocialSurvey tool gathers customer feedback in real-time, giving management visibility into agent performance so they can provide valuable coaching lessons. With a 56% completion rate company-wide, they have lots of actionable data to work with.



FRIENDLY OFFICE COMPETITION

The platform is culturally entrenched in their organization. Their agents care more about our annual award for customer satisfaction than their production award.

