REAL-TIME, LOCATION-SPECIFIC SERVICE ENGAGEMENT INFRASTRUCTURE

Make Service Responsive Everywhere it happens.

Turn physical locations into digital service points.

Give people information, assistance and a voice through multifunctional service points tailored to their location and needs. ServeSpots connects those everyday interactions directly to the right teams, enabling earlier response, better service recovery, staff recognition and continuous operational improvement across your locations.



One connected experience. From in-the-moment engagement to meaningful operational action.

Scan to connect • No app download • No dedicated hardware

Make every interaction an opportunity to improve.

Empower people

Give people relevant information, easy access to assistance and a voice wherever service happens.

Enable recovery

Spot needs while people are still there. Alert teams and track their follow-through.

Improve performance

Identify recurring issues, recognize great service and improve performance across locations.

Connect people to service. Empower teams to respond. Improve every experience.

CONNECTED SERVICE EXCELLENCE

Improve the experience now.
Strengthen the outcomes measured later.

Service excellence is shaped where people encounter your services. ServeSpots connects those physical touchpoints to information, assistance and actionable feedback, enabling teams to see what is needed and respond while the experience still matters. Improve the moments that influence NPS and CSAT. Compare real-time service signals and documented actions with later survey results to understand what is working, where service gaps remain and what to improve next across locations.





One platform. Across your service environment.

- **Arrival & parking** - guidance and assistance
- **Waiting & care** - engagement and recovery
- **Transport & shuttles** - passenger experience
- **Restrooms & facilities** - cleanliness & supplies
- **Hospitality & events** - guest / VIP support
- **Workplaces & wellness** - information and help

Turn service evidence into executive insight.

Use AI-assisted analytics to identify themes, summarize performance and prepare reports for quarterly business reviews. Combine location-level signals, documented responses and longer-term experience trends to guide conversations about service improvement.

Real-time signals. Real-time response. Later > NPS & CSAT.



Connect engagement to the systems that deliver service.

Connect ServeSpots to existing tools for service requests, maintenance and customer support. Give people relevant information and assistance while connecting actionable needs to the right teams and workflows for a timely response at each location.



Make service responsive. Everywhere it happens.

Explore your opportunities at **servespots.com**