

Your short cut to engagement

Staff and customer feedback can improve your engagement and efficiency. Send text surveys, capture responses and enjoy the visual result in one place. Get started in minutes with recommended quick starter templates. Browse through case studies to see which surveys will help you achieve the benefit you want.



API Connection

No need to change messaging partner and negotiate new rates. Simply copy your API key at registration and start sending surveys.



Simple efficiency

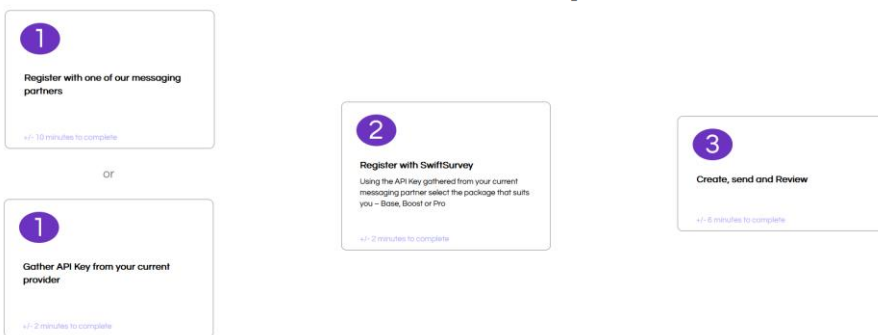
No messenger service can do everything well. Customers use us as an extension to their current provider to send surveys quicker and easier.



Small business hack

Instead of paying large consulting fees avoid mistakes and improve insights through our specialist survey resources.

How easy is it to use SwiftSurvey?



Example templates provide best practice guidelines

An exhaustive example list of survey questions provides inspiration for types of surveys beyond the example list

Case studies of results achieved helps you consider what ROI you should be targeting

ABOUT US

Who We Are

At SwiftSurvey we are passionate about helping organisations make quality decisions driven by primary data and research gathered from staff and customers.

We are a new company leveraging industry experience and innovation spanning a decade.

We have seen the power of surveys as SMS use case-0. It is a powerful tool that can help organisations of all sizes gather feedback and insights to reduce costs and increase revenue or mission effectiveness.

Special combination offer if you purchase SBMG and Swift at the same time!



SBMG

Small business messaging gateway

Visit our featured partner for a "fast start" using your existing mobile plan – find them in the API Shift online marketplace to sign up. <https://www.apishift.co.nz>

Industry Case Study

By implementing a customer satisfaction survey, American Express discovered pain points in their customer service processes and made changes accordingly. This resulted in a 10% increase in customer satisfaction and a subsequent increase in customer loyalty and spending.

American Express: Customer Satisfaction Survey

Frequently asked questions



[General FAQs](#) [Set-up FAQs](#)

Why use SMS surveys?



SMS surveys help save time for busy business owners and managers. It takes less time and costs less to construct an SMS survey than to compile comprehensive online surveys. Respondents are more inclined to respond instantly to SMS surveys. Certain surveys are more suited to an SMS format. Comprehensive online surveys constructed by consultants are expensive, and they do have a place, and SMS surveys can serve as a cost-effective way to identify if or when to roll out a costly survey.

How much does it cost to use SwiftSurvey?



Only pay a minimal monthly or annual license fee to use our tools and resources. The license fee can be seen as a cost of acquiring an efficiency hack to make your current messaging service more effective. You will still be charged by your current provider, per message or per bundle, depending on how many survey recipients you send to. The cost savings of curated survey templates, case study guidance and survey response management gives you the benefit of a management consultant at a fraction of the cost.

Can I use SwiftSurvey if I do not have an existing messaging service provider?



If you are new to application to person SMS services, you can sign up with one of our partners based on your regional or Telco provider preference. If you want to start simply using your existing mobile plan, we have a partner who helps connect you in a few minutes.

What service providers are plug-and-play ready with SwiftSurvey?



Any country mobile airtime package can send surveys using our strategic partner "SBMG" to open up their free SMS bundles for use. Larger customers in USA, UK, AUS or NZ, who have accounts with MessageMedia-Sinch can send within minutes. The same is true for NZ-based customers with messaging solutions with either Spark, One or 2degrees. See set-up FAQ's for how simple it is.

Industry Case Study

Through market research surveys, HubSpot collected data on customer pain points, preferences, and desired features. This information guided the development of new product features, resulting in increased customer satisfaction and expanded market reach.

[HubSpot: Market Research Survey](#)

Industry Case Study

Through UX surveys, Spotify collected feedback on app usability, features, and preferences. This enabled them to make data-driven improvements to their app interface, resulting in increased user satisfaction, longer app usage, and higher customer retention rates.

[Spotify: User Experience \(UX\) Survey](#)

Our Services

<div style="background-color: #4a4a8a; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> \$5.50* /month </div> <div style="margin-top: 10px;"> <p>Base \$6.99/month or \$66/year</p> <ul style="list-style-type: none"> • 5 Quick starter templates • Create 5 of your own templates for future use • Surveys to 20 recipients at a time • One case study • Access to some useful survey articles </div> <div style="text-align: center; margin-top: 10px;"> <div style="background-color: #4a4a8a; color: white; padding: 5px 15px; border-radius: 5px;">Register</div> </div>	<div style="background-color: #4a4a8a; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> \$7.75* /month </div> <div style="margin-top: 10px;"> <p>Boost \$9.99/month or \$93/year</p> <ul style="list-style-type: none"> • 10 Quick starter templates • Create 10 of your own templates for future use • Surveys limited to 40 recipients at a time • Three case studies • Access to more useful survey articles </div> <div style="text-align: center; margin-top: 10px;"> <div style="background-color: #4a4a8a; color: white; padding: 5px 15px; border-radius: 5px;">Register</div> </div>	<div style="background-color: #4a4a8a; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> \$12.42* /month </div> <div style="margin-top: 10px;"> <p>Pro \$15.99/month or \$149/year</p> <ul style="list-style-type: none"> • 23+ Quick starter templates • Create unlimited templates for future use • Surveys to 100 recipients at a time • Five+ case studies • Access to the growing library of useful survey articles and tools </div> <div style="text-align: center; margin-top: 10px;"> <div style="background-color: #4a4a8a; color: white; padding: 5px 15px; border-radius: 5px;">Register</div> </div>
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