



NOW INTEGRATED WITH:



## We Help Parks & Rec Facilities:

- See a 360° view of the visitor experience
- Discover, resolve & respond to issues in real time
- Increase positive and decrease negative reviews
- Manage and auto-respond to online reviews
- Mitigate risk and reduce repair costs with early detection

By scanning one of the **Smart QR codes** strategically placed in your parks, trails and any facilities, visitors can send actionable Feedback that enables management to respond and react to issues in real time.

The restrooms at this park are so dirty!

The new swing set at this park is awesome!

The park is very clean and has been well-maintained.

The trash bins are overflowing and the smell is terrible!

Real Time Feedback gives you a **360° view** of the visitor experience with your parks, trails and facilities.



### **On Site**

**1**

Learn about issues from visitors and employees by using strategically placed Smart QR codes.

### **Post Activity**

**2**

You can send visitors at your facilities a rating request text message if you have their information.

**3**

### **Public Review Management**

Manage and respond to your online public reviews such as Google, Yelp, Facebook and others all in one platform.



1

On Site

## Find out about issues from visitors and employees while they are at the parks, trails and facilities.

Visitors and employees can alert you about issues by simply scanning Smart QR codes strategically placed anywhere you want to receive Feedback.

### VISTIORS SCAN CODE TO SUBMIT FEEDBACK



### MANAGEMENT RECEIVES & RESPONDS IN REAL TIME



**SCAN OR CLICK HERE  
TO TEST HOW IT WORKS!**



**ChatGPT integration generates a well-written editable response to every Feedback.**

Managing Feedbacks can be done on an app (shown) or web platform.

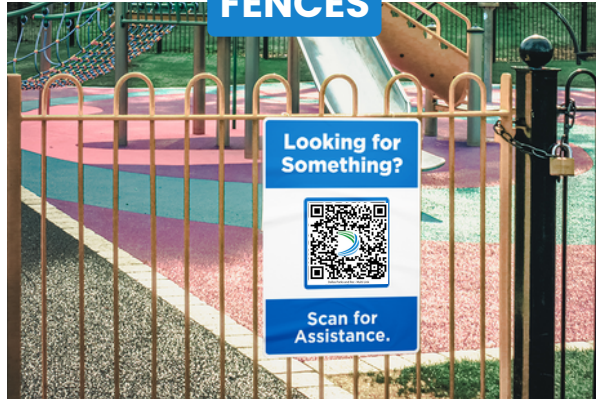


# Smart QR Code Marketing Examples

## TRAILS



## FENCES



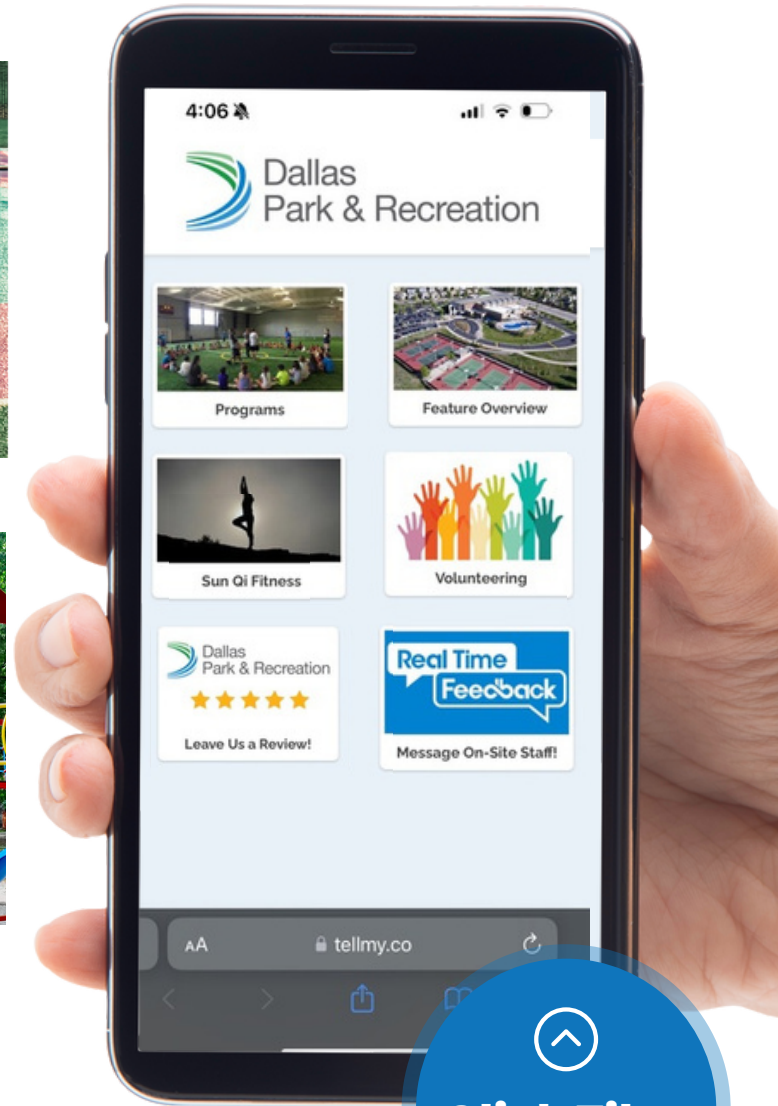
## RESTROOMS



## PLAYGROUNDS



## COURTS



Click Tiles to Test

## Multi-Link Code

Easily create a Multi-Link page with relevant parks & rec facility information.



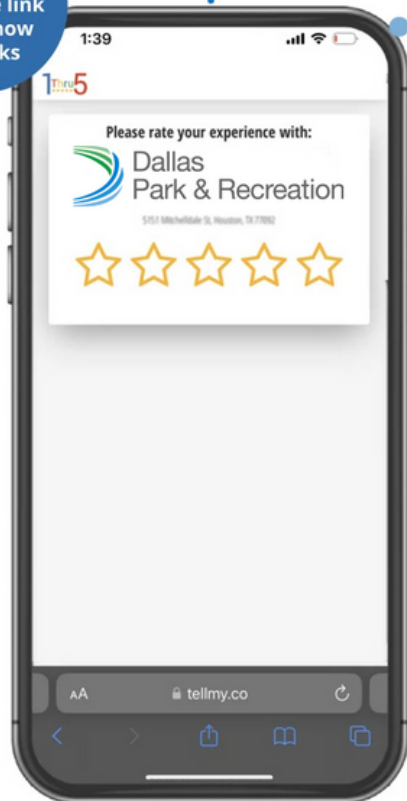
# Auto Pilot Rating Requests

Send visitors a **rating request** text message and/or email.  
5-star ratings generate 5-star online reviews while non 5-star ratings generate feedback.

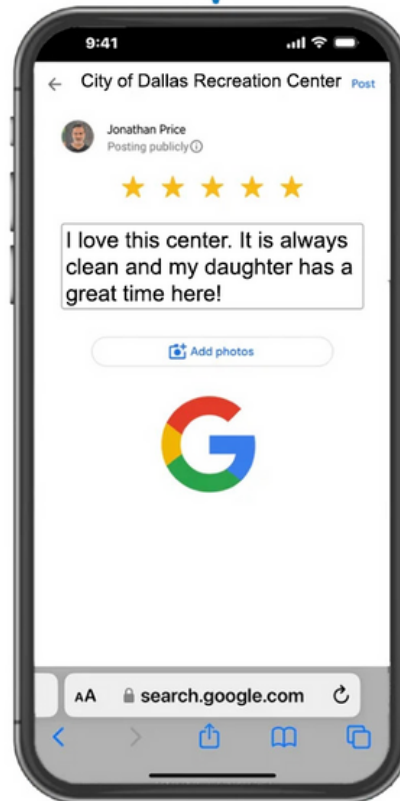
Jonathan, thank you for visiting Bachman Recreation Center. We hope you enjoyed your time with us. Can you please click the link below to rate your overall experience on a scale of 1-5?

[TellDallasParks.com/1thru5](http://TellDallasParks.com/1thru5)

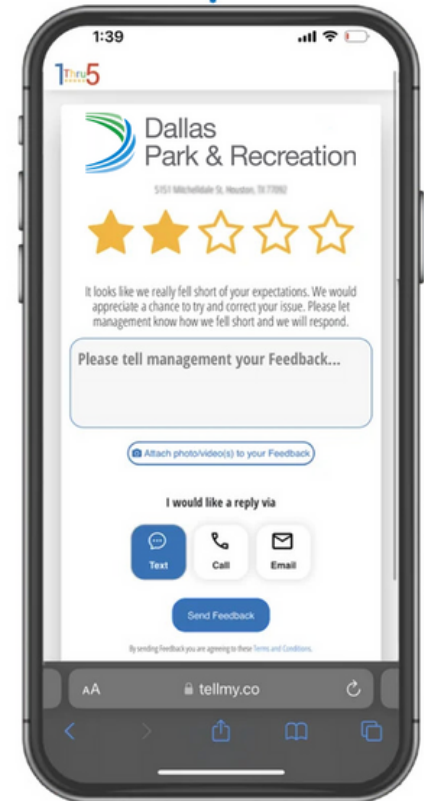
Click the link to see how it works



Once visitors leave your facility they immediately receive a **rating request** text message or email.



**5-star ratings** are taken directly to a Google review page for your business.



**1-4 star ratings** ask the visitor to provide details as to why they did not have a 5-star experience.

## Real Time Reviews

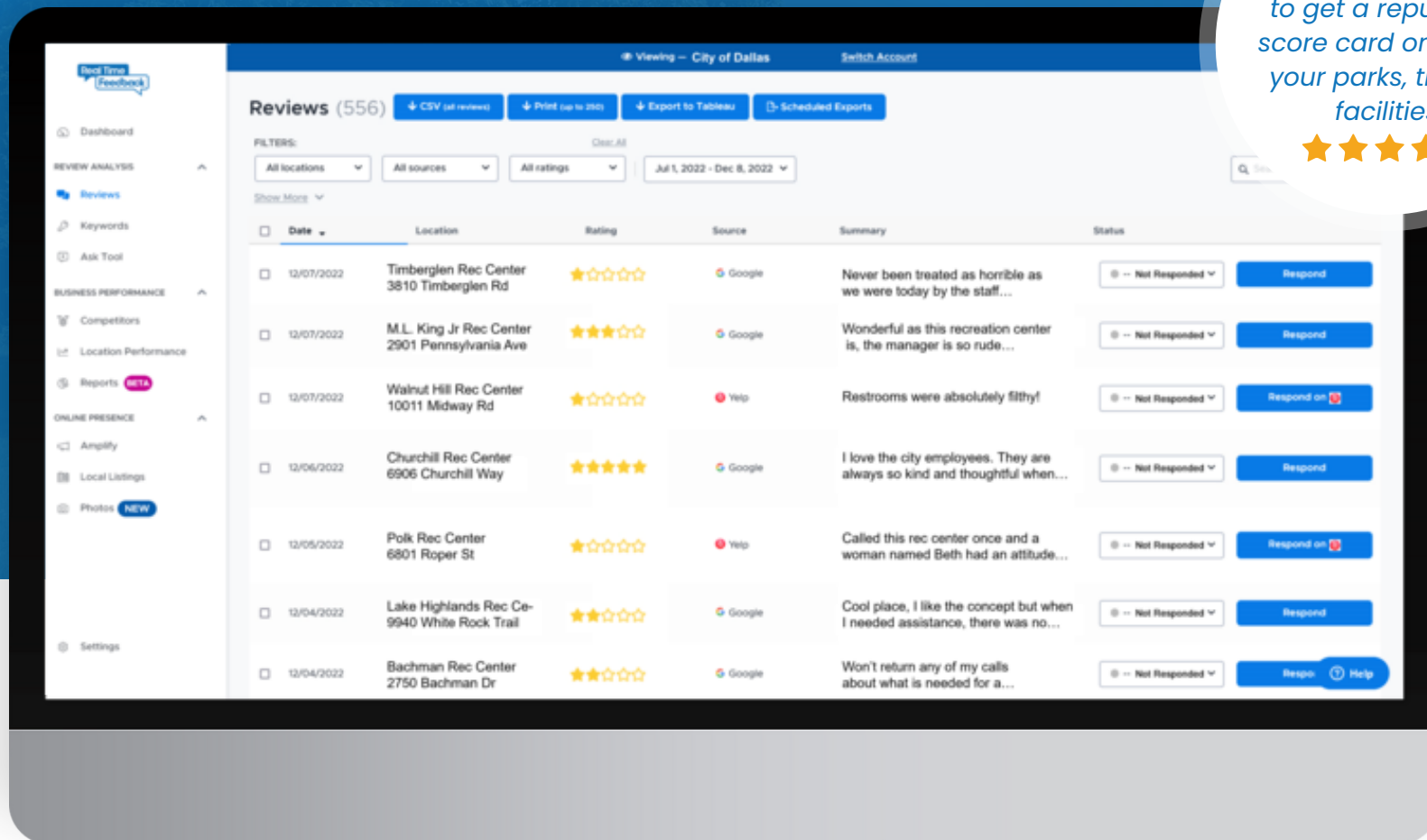
View and respond to public online reviews posted on Google, Yelp, Facebook, etc. **all in one platform.**

**Auto-Respond feature will send 4 and 5 star Google reviews one of many personal customized responses.**



**Click Here**

to get a reputation score card on any of your parks, trails or facilities.





## KEY BENEFITS

Does your current visitor experience management platform do ALL of this?



On-site visitors simply scan the QR codes strategically placed around your facility.  
***Does not require an app download.***



Easily manage and respond to Feedbacks from both a **mobile app** or **desktop web portal**.



Enterprise view allows groups to **see** and **compare** all of their facilities' performance.



Send visitors a simple **rating request**.  
5-stars go to public review sites, 1-4 stars generate private internal Feedbacks.



**AI-powered visitor** sentiment analysis lets you quickly gauge your visitor's sentiment when they submit feedback.



**Custom alert settings** can be set up to ensure Feedbacks do not go unresponded to.



**Create departments** such as Training, Maintenance, etc. so designated employees only receive certain Feedbacks.



Visitors can include **photos & videos** with their Feedback.

# FEATURES



## Real Time Reviews

Easily monitor and respond to all online public reviews from one aggregate portal. Positive reviews can automatically receive a one of several canned responses.



## Quick Recruit

Includes QR codes to display on site that list the positions you are hiring for while capturing applicant contact information.



## Multi Link Codes

Create QR codes that will direct visitors to a custom landing page with a variety of links that you can create.



## Trigger Codes

Create QR codes that pre-populate messages, instantly sent to management with a single tap.



## Employee Feedback

By simply adding #EMP to the Feedback, employees can easily submit Feedbacks to management from anywhere.



## Respond with Video

Easily respond to visitors with a custom or pre-recorded video message addressing or thanking them for their Feedback.



## Create Internal Incidents

Staff and visitors can report internal incidents that are immediately delegated to the department selected.



## Masked Calling

Call visitors from your personal cell phone without fear of exposing your personal cell phone number.



## Lost & Found Module

Employees can easily log and track found items in the management portal.



## Integration with Chat GPT

Recommends responses based on Feedback submitted for faster engagement.



## Why Parks & Rec Facilities Need Real Time Feedback:

Real Time Feedback allows visitors and management to seamlessly communicate & address issues as they happen. Managers are now able to resolve issues & be proactive in problem-solving, while keeping visitors satisfied. Parks & Rec facility managers can actively seek & act upon Real Time Feedback to demonstrate their commitment to their visitors.

Visitors in your facilities can receive a post-visit text or email asking to rate their experience. Real Time Feedback allows you to take care of situations quickly and respond immediately, reducing negative experiences.

### Why Sign Up to Real Time Feedback:

- Fix issues and mitigate risk in real time
- Instantly enhance visitor interactions
- Boost positive online reviews
- Platform is completely customizable
- Daily/weekly/monthly reporting
- Extremely affordable

## Set Up a Demo Today!

Scan or click the code to submit your contact information.



(888) 294-1411



[info@realtimefeedback.com](mailto:info@realtimefeedback.com)

