



MESSAGING CHANNELS

SMS Surveys

Turn every reply into insight.

Send a one-question NPS poll or a full CSAT flow over the channel everyone reads. Customers reply in seconds (no app, no link, no login) and results score in your dashboard as they arrive. Fully two-way SMS surveys in 200+ countries.

200+

countries reached

1,000+

direct operator connections

99.9%

uptime SLA

KEY CAPABILITIES

NPS, CSAT and CES templates

Ready-made scales for promoter score, satisfaction and effort, or a custom question in one line.

Branching flows

Ask a follow-up based on the first answer, all in one thread.

Webhooks, CSV and API

Every response by webhook, CSV export or API, into your CRM, warehouse or BI tool.

Numeric and keyword replies

Accept a rating, free text or defined keywords; the parser normalises replies for you.

Real-time scoring

Response rates, average scores and sentiment update as replies land.

Opt-out and compliance

STOP honoured platform-wide, sender IDs registered where regulators require it, consent trails kept.

USE CASES

NPS after a delivery

CSAT after a support ticket

One-question market polls

Verified respondents for sensitive surveys

HOW IT WORKS

- 1 Compose from an NPS, CSAT or CES template, or your own questions, in the dashboard or REST API.
- 2 BroadNet sends it on your sender ID or a dedicated number over direct operator routes.
- 3 Customers reply with a rating or keyword; every reply threads back to the survey.
- 4 Each response is scored on arrival: watch live, export to CSV or stream to your webhook.

INTEGRATION OPTIONS

- Dashboard or REST API to compose and send
- Results by webhook, CSV export or API
- Your sender ID or a dedicated number
- Built on BroadNet Two-Way SMS: keywords, threading and opt-out

SECURITY & COMPLIANCE

ISO 27001

ISO 27018

ISO 9001

ISO 22301

SOC 2 Type II

GDPR compliance

Member of GSMA · MEF

Request test access

A messaging engineer replies within 1 business day with your test credentials.

www.broadnet.me/signup

Full details

www.broadnet.me/products/sms-surveys

