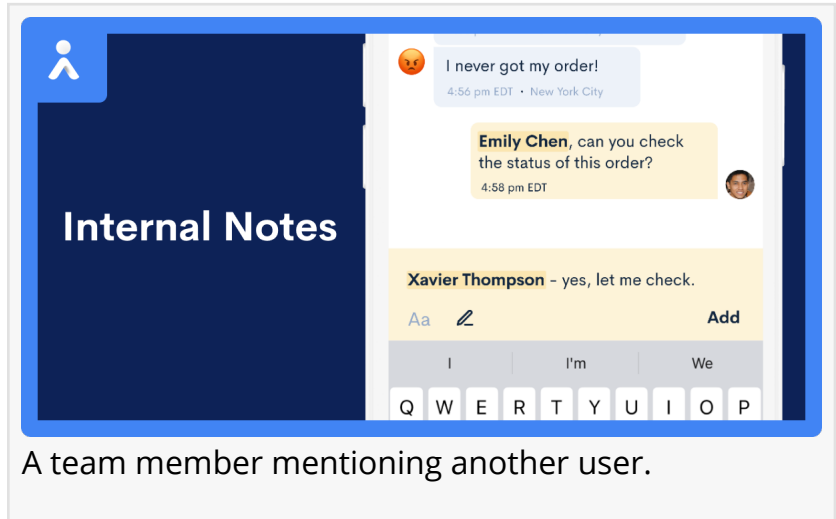


Ovation Launches Internal Notes Feature on Mobile and Desktop Platforms

The new feature will make coordinating feedback management easier for teams.

OREM, UT, USA, May 3, 2023

/EINPresswire.com/ -- Ovation, the real-time guest feedback platform for restaurants, announces the launch of its Internal Notes feature on both mobile and desktop versions of its platform. This new feature lets any Ovation user write private notes within Ovation feedback conversations, leading to better documentation and coordination between team members enabling faster resolution of guest concerns.



Ovation is known for connecting restaurants and guests through real-time, SMS-based, conversations initiated by a 2-question survey. With the Internal Notes feature, restaurant operators can provide additional details about the customer or interaction for internal team members to reference, such as making a note that a refund was processed through the POS or that a separate conversation occurred. Additionally, users can "mention" other users in the note, sending them a notification that links directly to the conversation, facilitating easy hand-offs and ensuring that the guest is taken care of optimally.

"We are always updating and improving our features and apps based on customer feedback and a strong vision of future needs," said Derek Morgan, Co-Founder of Ovation. "As we work with sophisticated organizations, we have identified the need to give them better ways to share and take action on feedback in the moment. With Internal Notes, we remove the need for users to pass around screenshots via email or internal communication channels. Now all of this can live within the Ovation system which results in quicker resolution of customer issues."

Ovation's Internal Notes feature will be available to all Ovation customers on the Plus or Growth plans starting today.

For more information on Ovation, visit ovationup.com.

About Ovation:

Voted the #1 guest feedback platform in a nationwide RestaurantOwner.com survey, Ovation uses a 2-question SMS-based survey as a “digital table touch” that has redefined guest feedback. Through frictionless integrations with online ordering platforms and other tools, Ovation allows restaurants to easily resolve guest concerns in real-time, get more 5-star reviews, discover insights to improve, and drive revenue.

Marketing at Ovation

Ovation

hello@ovationup.com

This press release can be viewed online at: <https://www.einpresswire.com/article/631391706>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2023 Newsmatics Inc. All Right Reserved.