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(54) Title: METHOD AND SYSTEM FOR MANAGING CUSTOMER FEEDBACK SURVEY RESPONSES

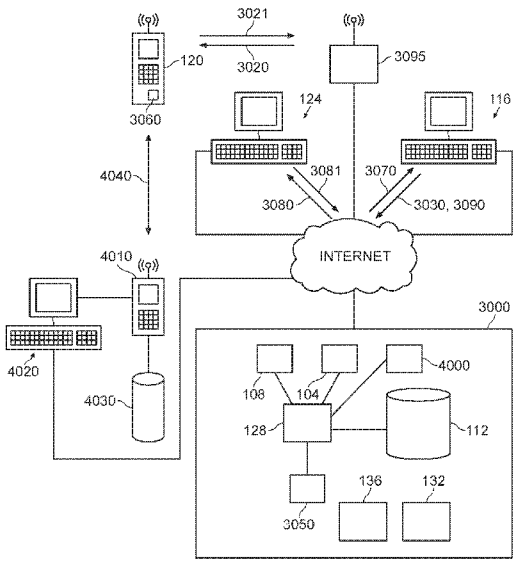



FIG. 23

(57) Abstract: An automated customer feedback provides automated creation, storing and updating of customer survey data records (3010), sending rating requests (3020) and receiving ratings (3021), and receiving service professional trigger messages (3030). Pre-determined text filters are applied for automatically classifying service professional trigger messages (3030) and ratings (3021), and for automatic sending of pre-determined rating requests (3020), depending on the outcome of evaluating corresponding professional trigger messages (3030) and ratings (3021). Automatic storing and updating of at least one customer survey data records (3010) provides also storing pre-determined message texts for rating requests (3020), the at least one customer survey data record (3010) comprising a service professional ID (3043), a customer communication ID (3040), a customer identity ID (3041), and a lock information (3042). The system compares a customer mobile device identity information (3060) in a received rating (3021) with a customer identity ID (3041) in the corresponding customer survey data record (3010).



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