New Smiley Link

Feedback via mobile phones

Smiley Link gives your customers the ability to give feedback via their mobile phones by using a unique QR code or a short URL.

It is a convenient and easy way for customers to give "touchless" feedback through our Smiley Terminal or Smiley Touch products.

Getting started with Smiley Link

- Your HappyOrNot email reports for a specific Smiley Touch or Smiley Terminal will include a call-to-action. Clicking the CTA will automatically generate your new printable question sheet with the unique Smiley Link. Print the new question sheet in as many copies as you wish

- For Smiley Touches, administrators can also switch to Smiley Link mode on the screen: It will then show the QR code and the short URL

Top benefits of Smiley Link

- Combine the Smiley Link with your Smiley Touches and Smiley Terminals to capture even more feedback, or as a temporary replacement if needed. Also, place additional sheets throughout the location to further increase response rates!

- Add the Smiley Link QR code and/or web URL to emails and other messages that you send to your customers to capture additional feedback sources and improve response rates.

Giving feedback is very fast and easy

1. Scan the QR code, or type/visit the URL with a mobile phone

2. Select the Smiley that represents the experience

3. Add open text feedback - available for both the Smiley Touch and Smiley Terminal products!

   Note: The Smiley Link QR code and its URL are always associated with a specific Smiley Terminal or Smiley Touch product - it is not provided as a standalone solution. Smiley Link is available for existing and new customers at no extra cost until 31 October, 2020.