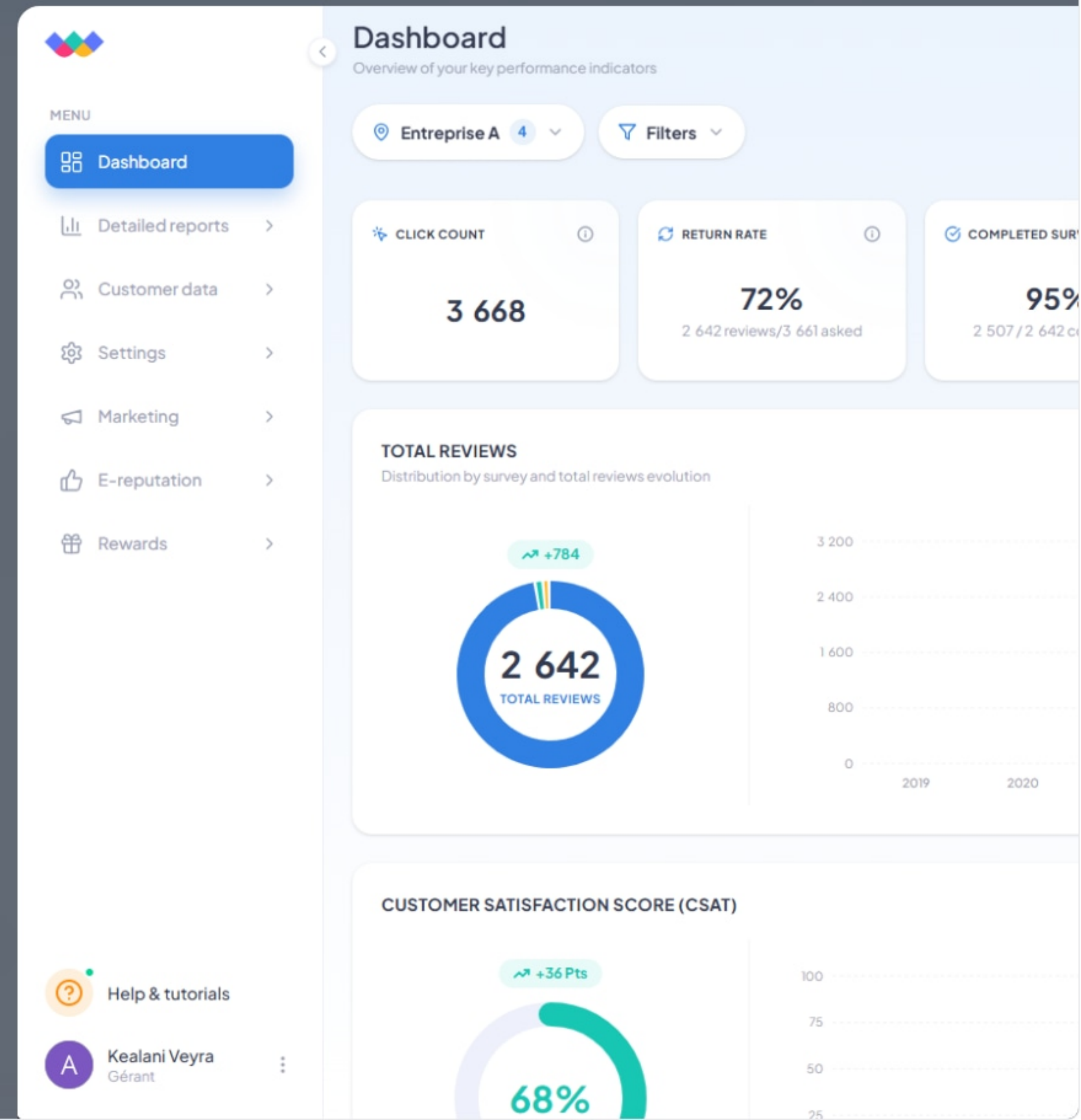


Export and analyze your data

Download your reports and exports in Excel and PDF format.

Get started





Dashboard

Overview of your key performance indicators

MENU

- Dashboard
- Detailed reports >
- Customer data >
- Settings >
- Marketing >
- E-reputation >
- Rewards >

Help & tutorials

Kealani Veyra
Gérant

Enterprise A 2

Filters

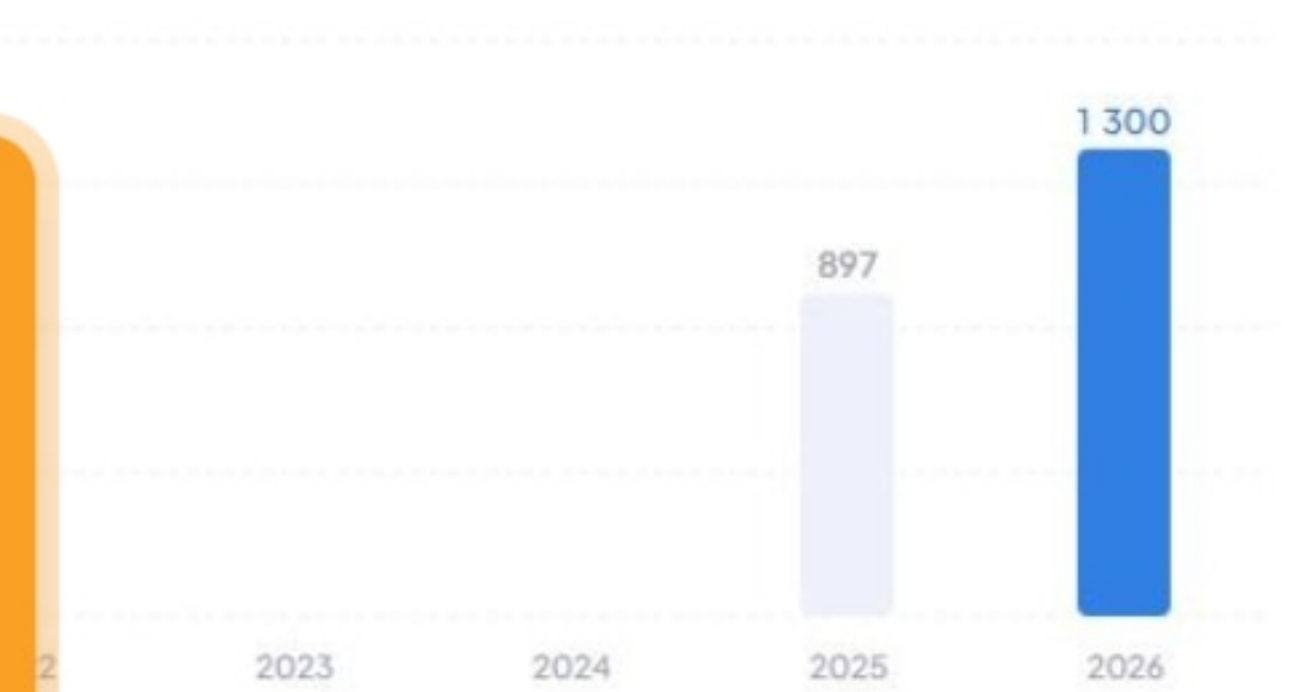
By day Week Month Year Cumul Year 2026

TOTAL REVIEWS

Distribution by survey and total reviews evolution



Cliking allows you to export your data and analysis in different formats, so you can use them outside the platform, for example in Excel or in your reports.



CUSTOMER SATISFACTION SCORE (CSAT)



28 reviews



Dashboard

Overview of your key performance indicators

MENU

Dashboard

Detailed reports

Customer data

Settings

Marketing

E-reputation

Rewards

Enterprise A 4

Filters

By day

Week

Month

Year

Cumul

Year 2026

CLICK COUNT

RETURN RATE

COMPLETED SURVEYS

COMPLETION RATE

AVERAGE FILLING TIME

To access your exports, open the **Settings** section from the sidebar.

95%

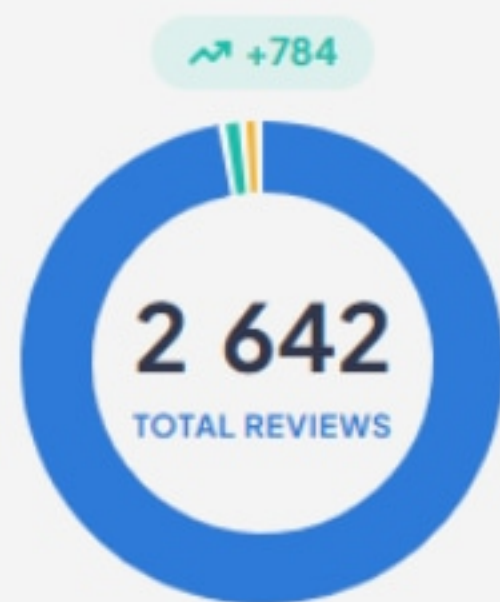
2 507 / 2 642 completed

82%

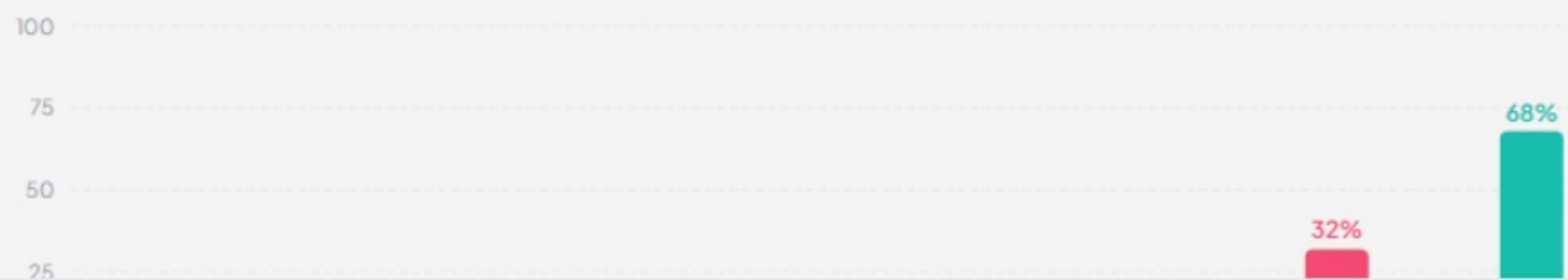
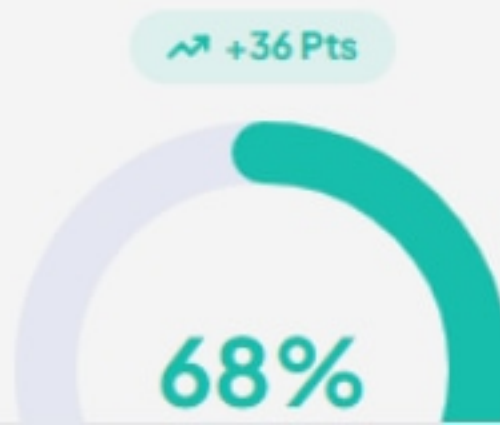
1min 41sec

TOTAL REVIEWS

Distribution by survey and total reviews evolution

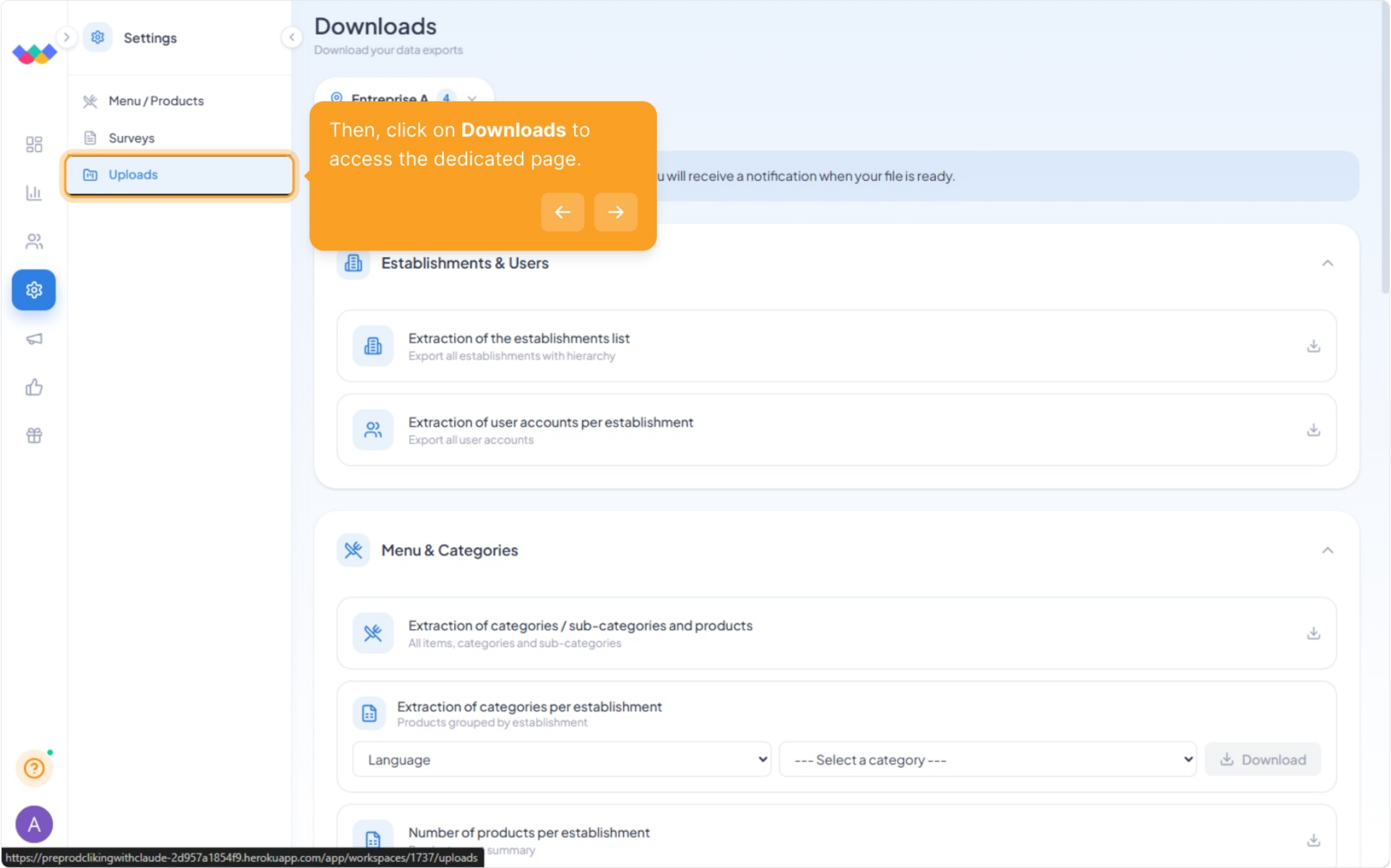


CUSTOMER SATISFACTION SCORE (CSAT)



Help & tutorials

Kealani Veyra
Gérant



Then, click on **Downloads** to access the dedicated page.



Establishments & Users



Extraction of the establishments list
Export all establishments with hierarchy



Extraction of user accounts per establishment
Export all user accounts



Menu & Categories



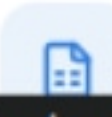
Extraction of categories / sub-categories and products
All items, categories and sub-categories



Extraction of categories per establishment
Products grouped by establishment

Language

--- Select a category ---



Number of products per establishment
summary



Downloads

Download your data exports

Enterprise A 3 ^

Search...

Select All 4

Zone B 2

Zone B1 2

B1.1

B1.2

Zone Europe - Niveau 1 2

Zone France - Niveau 2 2

Zone Ile de France - Nivea... 2

3 / 4 selected

Apply Filter

Menu & Categories

At the top of the page, select the organization you want to work with. You can then choose the specific establishments you want to include in your exports.



Settings

Menu / Products

Surveys

Uploads

Settings

Help

Profile

Downloads

Download your data exports

Enterprise A 4

Downloads are processed in the background. You can view the progress of your downloads in the background.

The available files are organized into categories to help you quickly find what you need.

Establishments & Users

Extraction of the establishments list
Export all establishments with hierarchy

Extraction of user accounts per establishment
Export all user accounts

Menu & Categories

Extraction of categories / sub-categories and products
All items, categories and sub-categories

Extraction of categories per establishment
Products grouped by establishment

Language

--- Select a category ---

Download

Number of products per establishment

Settings

Menu / Products

Surveys

Uploads

Settings

Help

Profile

Downloads

Download your data exports

Enterprise A 4

Downloads are processed in the background. You will receive a notification when your file is ready.

Establishments & Users

Extraction of the establishments list
Export all establishments with hierarchy

Extraction of user accounts per establishment
Export all user accounts

The first section, **Establishments and Users**, contains data related to your organization's structure.

Menu & Categories

Extraction of categories / sub-categories
All items, categories and sub-categories

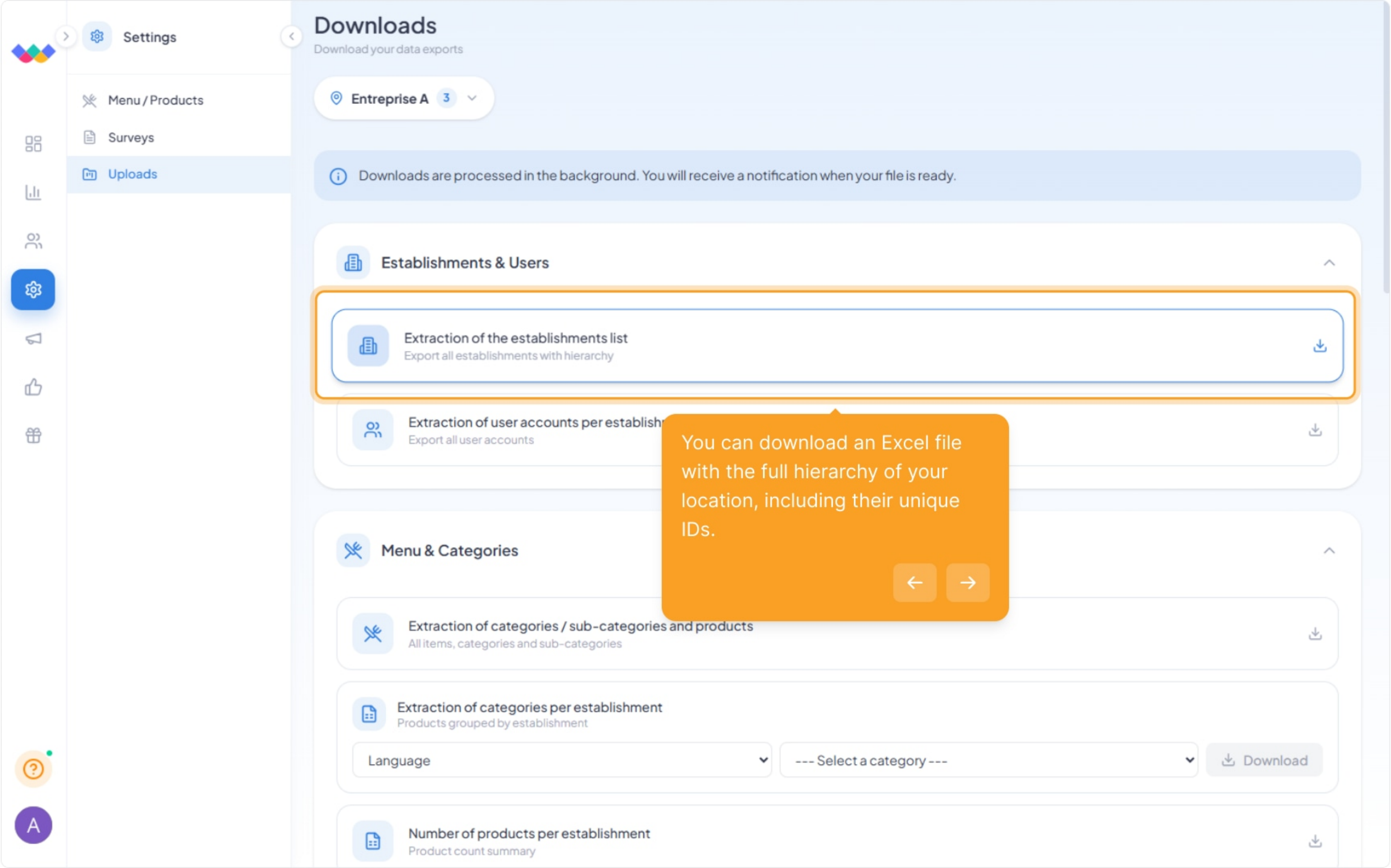
Extraction of categories per establishment
Products grouped by establishment

Language

--- Select a category ---

Download

Number of products per establishment



Downloads

Download your data exports

Enterprise A 3

Downloads are processed in the background. You will receive a notification when your file is ready.

Establishments & Users

Extraction of the establishments list
Export all establishments with hierarchy



Extraction of user accounts per establishment
Export all user accounts



Menu & Categories

Extraction of categories / sub-categories and products
All items, categories and sub-categories



Extraction of categories per establishment
Products grouped by establishment

Language



--- Select a category ---



Download

Number of products per establishment
Product count summary



You can download an Excel file with the full hierarchy of your location, including their unique IDs.



Downloads

Download your data exports

Enterprise A 3

Downloads are processed in the background. You will receive a notification when your file is ready.

Establishments & Users

Extraction of the establishments list
Export all establishments with hierarchy

Extraction of user accounts per establishment
Export all user accounts

Menu & Categories

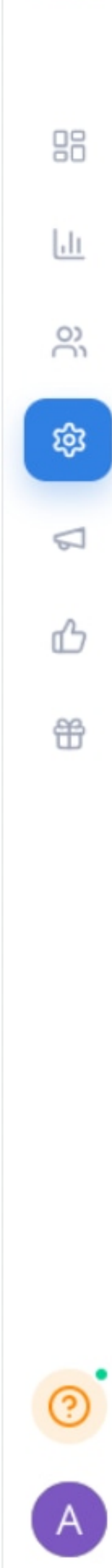
Extraction of categories / sub-categories
All items, categories and sub-categories

Extraction of categories per establishment
Products grouped by establishment

Language --- Select a category ---

Number of products per establishment
Product count summary

The other file in this section let's you export the full list of users, and see which locations they are assigned to.



Downloads

Load your data exports

Enterprise A 3 ▾

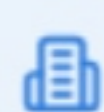
Download in progress, please wait... ✕

Once the extraction has begun, a message will confirm that the download has started.



Downloads are processed in the background. You will receive a notification when your file is ready.

Establishments & Users



Extraction of the establishments list
Export all establishments with hierarchy



Extraction of user accounts per establishment
Users export started



Menu & Categories



Extraction of categories / sub-categories and products
All items, categories and sub-categories



Settings

Downloads
Download your data exports

Download in progress, please wait... X

Enterprise A 3

Menu & Categories

Extraction of user accounts per establishment
Export all user accounts

Extraction of categories / sub-categories
All items, categories and sub-categories

Extraction of categories per establishment
Products grouped by establishment

Language [v] Download

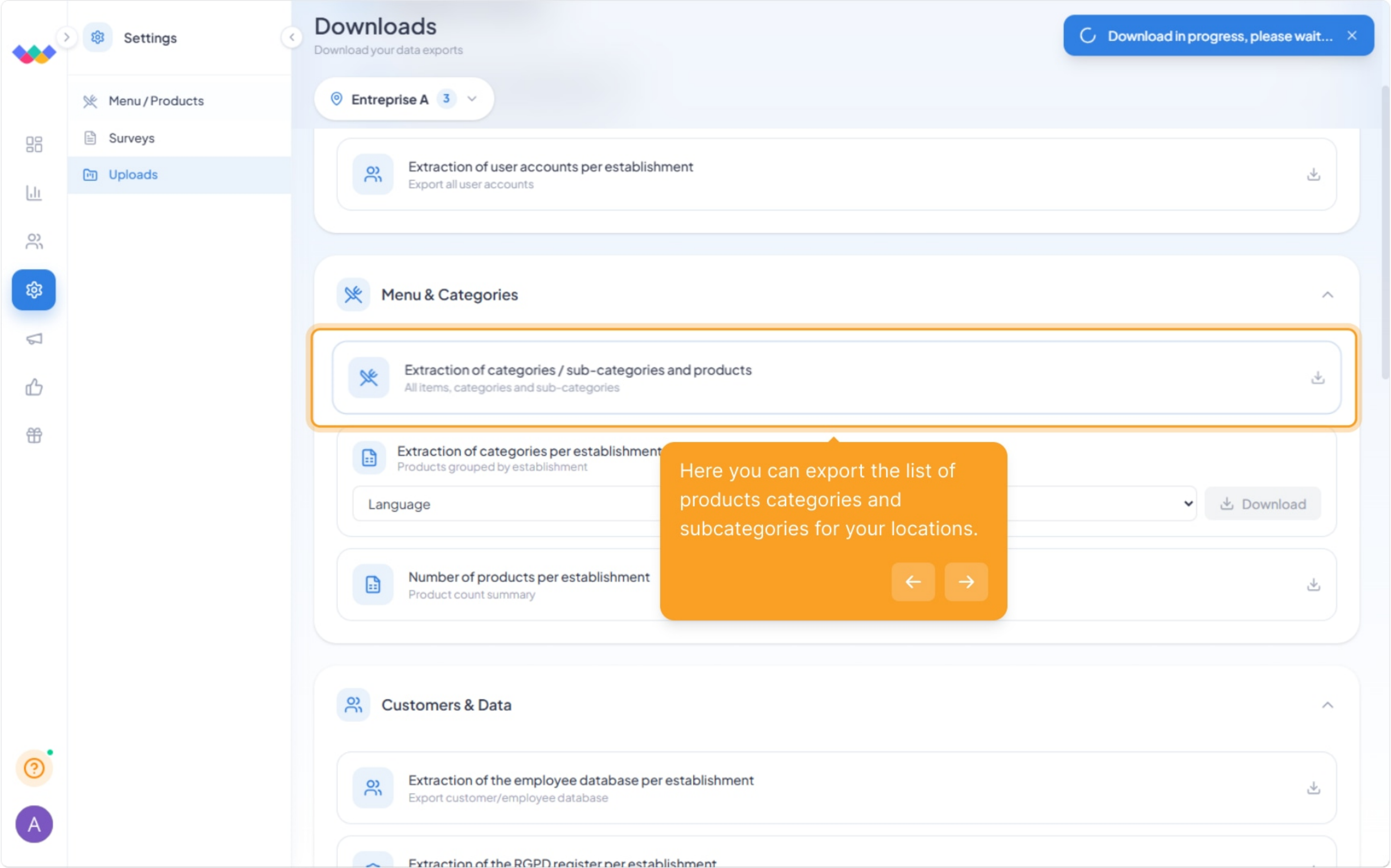
Number of products per establishment
Product count summary

Customers & Data

Extraction of the employee database per establishment
Export customer/employee database

Extraction of the RGPD register per establishment

This next section is only available for restaurant type businesses.



Downloads

Download your data exports

Enterprise A 3



Extraction of user accounts per establishment
Export all user accounts



Menu & Categories



Extraction of categories / sub-categories and products
All items, categories and sub-categories



Extraction of categories per establishment
Products grouped by establishment

Language



Download

Here you can export the list of products categories and subcategories for your locations.



Number of products per establishment
Product count summary



Customers & Data



Extraction of the employee database per establishment
Export customer/employee database



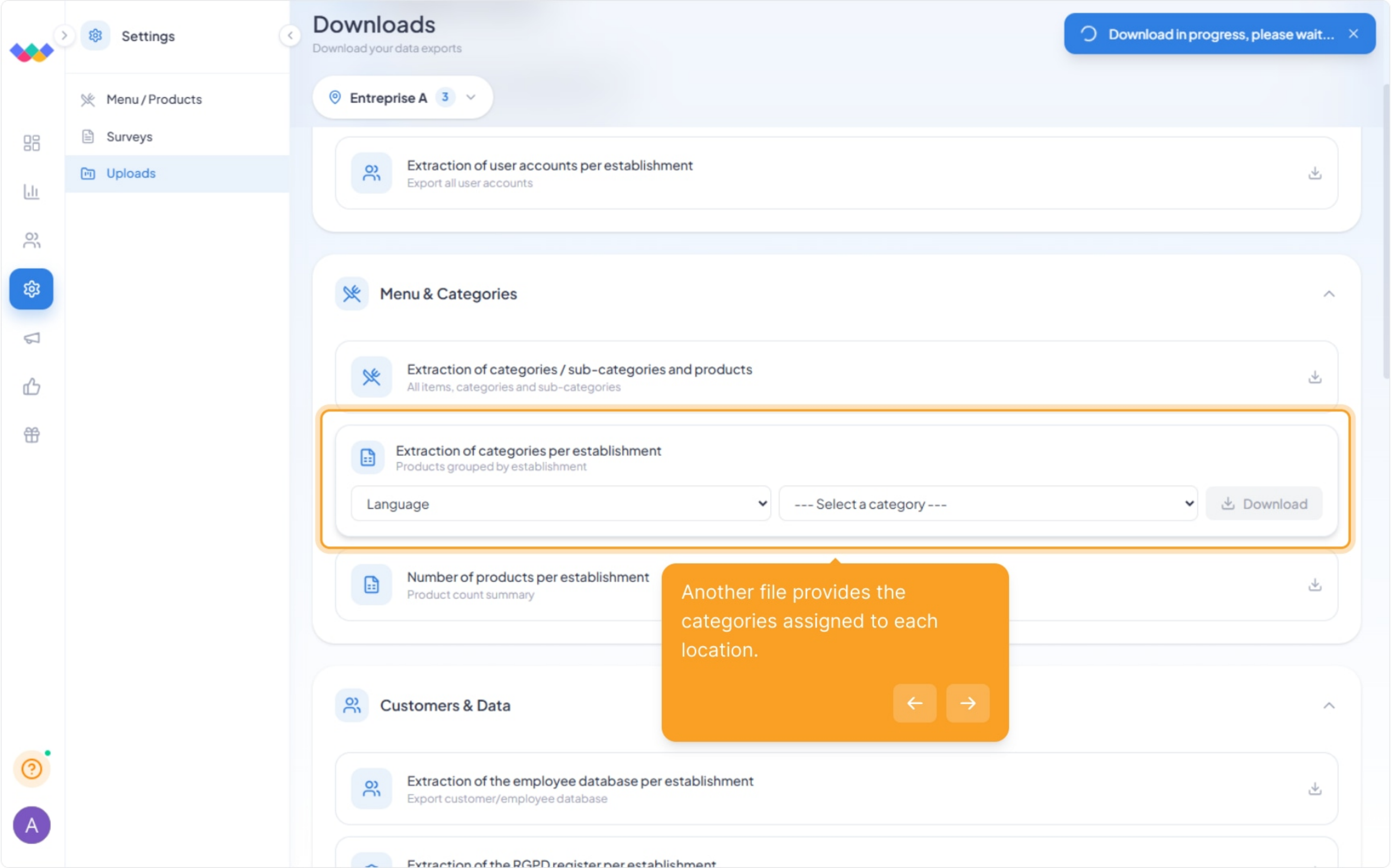
Extraction of the RGPD register per establishment

Menu / Products

Surveys

Uploads





Download in progress, please wait... X

Downloads

Download your data exports

Enterprise A 3

Extraction of user accounts per establishment
Export all user accounts

Menu & Categories

Extraction of categories / sub-categories and products
All items, categories and sub-categories

Extraction of categories per establishment
Products grouped by establishment

Language --- Select a category --- Download

Number of products per establishment
Product count summary

Another file provides the categories assigned to each location.

Customers & Data

Extraction of the employee database per establishment
Export customer/employee database

Extraction of the RGPD register per establishment

Settings

Downloads
Download your data exports

Download in progress, please wait... X

Enterprise A 3

Extraction of user accounts per establishment
Export all user accounts

Menu & Categories

Extraction of categories / sub-categories and products
All items, categories and sub-categories

Extraction of categories per establishment
Products grouped by establishment

Language --- Select a category --- Download

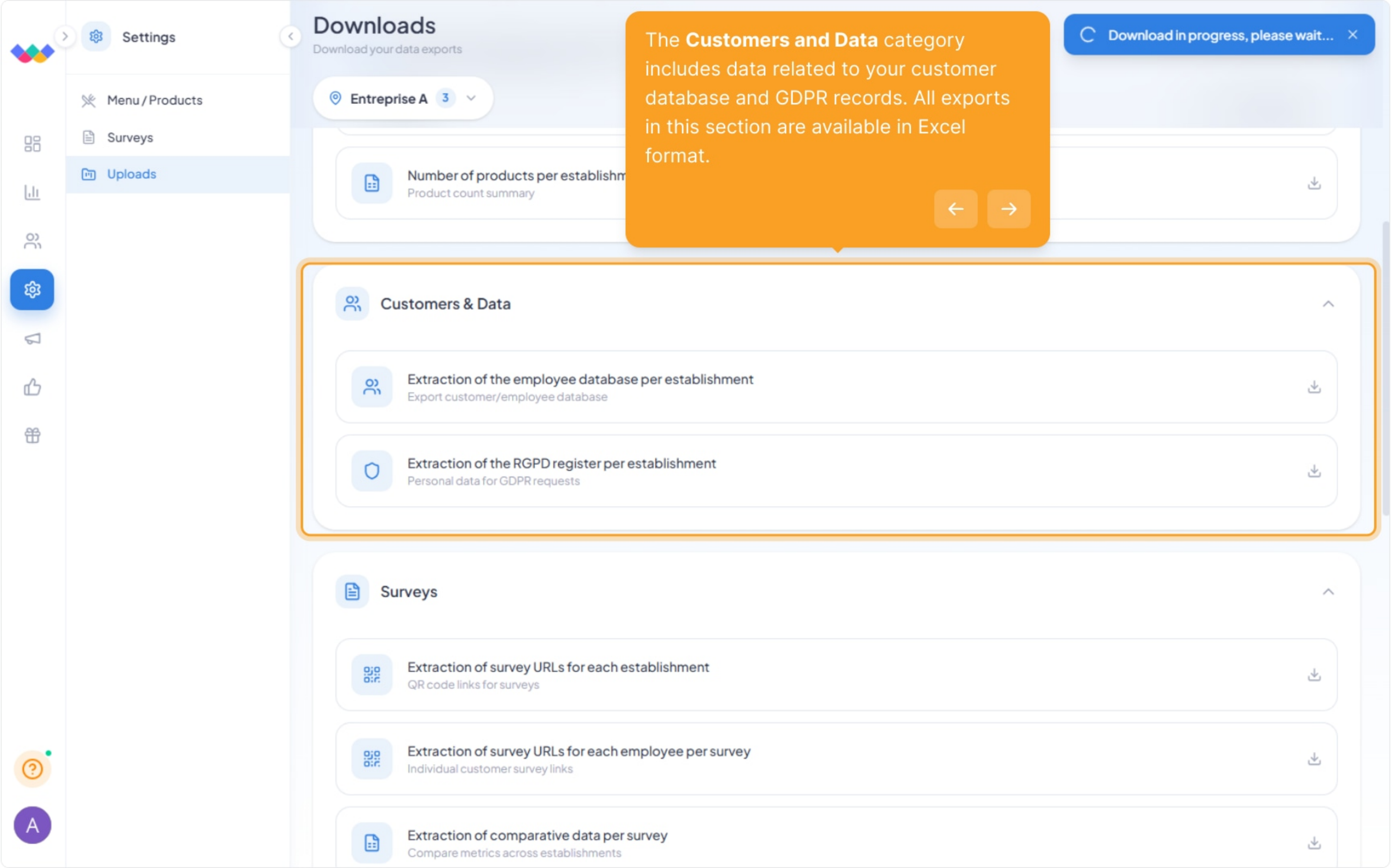
Number of products per establishment
Product count summary

Customers & Data

Extraction of the employee database
Export customer/employee database

Extraction of the BGRD register per establishment

You can also download a file showing the number of products available per category and per location.



Download your data exports

Enterprise A 3

Download in progress, please wait... X

The **Customers and Data** category includes data related to your customer database and GDPR records. All exports in this section are available in Excel format.

- Menu / Products
- Surveys
- Uploads

Number of products per establishment
Product count summary

Customers & Data

Extraction of the employee database per establishment
Export customer/employee database

Extraction of the RGPD register per establishment
Personal data for GDPR requests

Surveys

Extraction of survey URLs for each establishment
QR code links for surveys

Extraction of survey URLs for each employee per survey
Individual customer survey links

Extraction of comparative data per survey
Compare metrics across establishments

Customer data

Customers

RGPD register

?

A

Customers

Manage your customer database

Entreprise A 3

By day Week Month Year Cumul Year 2026

1769 customers Search by name, email, phone...

+ Add Import / Export

<input type="checkbox"/>	ESTABLISHMENT	LAST NAME	FIRST NAME	EMAIL	PHONE	ACTIVE	NIVEAU D'ÉTUDES	ÂGE
<input type="checkbox"/>	B1.2	Barre	Eulalie	lavonda@kohler.example	-	Active	-	31 - 45 year
<input type="checkbox"/>			Guyot	twana.dooley@towne-abshire.test	-	Active	-	31 - 45 year
<input type="checkbox"/>			Amédée	gerardo@okuneva-boyer.test	-	Active	-	18 - 30 year
<input type="checkbox"/>			Calixte	kelly@sawayn-prohaska.test	-	Active	-	31 - 45 year
<input type="checkbox"/>			Sabelle	lonnie_zulauf@kuphal.example	-	Active	-	63 and mor
<input type="checkbox"/>			Alaine	randolph_hodkiewicz@dicki.exa...	-	Active	-	63 and mor
<input type="checkbox"/>	B1.2	Maillard	Sigebert	carson.berge@klocko-strosin.test	-	Active	-	63 and mor
<input type="checkbox"/>	B1.2	Bourgeois	Clara	kristi@mraz-towne.test	-	Active	-	31 - 45 year
<input type="checkbox"/>	B1.2	Hubert	Macaire	marshall@dickens.test	-	Active	-	63 and mor
<input type="checkbox"/>	B1.2	Martin	Arthurine	zackary.jast@kuphal.example	-	Active	-	31 - 45 year
<input type="checkbox"/>	B1.2	Dupont	Berthe	camille@botsford-mccullough.e...	-	Active	-	63 and mor
<input type="checkbox"/>	B1.2	Dufour	Maurice	delmar_mcdermott@dickinson.t...	-	Active	-	63 and mor

You can also access your customer data base directly from the page and download the files using the Import/Export button above the list.



Customers

Manage your customer database

📍 **Entreprise A** 3

By day

Week

Month

Year

Cumul

📅 Year 2026

👤 1769 customers

🔍 Search by name, email, phone...

<input type="checkbox"/>	ESTABLISHMENT	LAST NAME	FIRST NAME	EMAIL				
<input type="checkbox"/>	📄 B1.2	Barre	Eulalie	lavond				
<input type="checkbox"/>	📄 B1.2	Garnier	Guyot	twana.c				
<input type="checkbox"/>	📄 B1.2	Leblanc	Amédée	gerardo@okuneva-boyer.test	-	Active	-	18 - 30 year
<input type="checkbox"/>	📄 B1.2	Lejeune	Calixte	kelly@sawayn-prohaska.test	-	Active	-	31 - 45 year
<input type="checkbox"/>	📄 B1.2	Aubert	Isabelle	lonnie_zulauf@kuphal.example	-	Active	-	63 and mor
<input type="checkbox"/>	📄 B1.2	Guillot	Alaine	randolph_hodkiewicz@dicki.exa...	-	Active	-	63 and mor
<input type="checkbox"/>	📄 B1.2	Maillard	Sigebert	carson.berge@klocko-strosin.test	-	Active	-	63 and mor
<input type="checkbox"/>	📄 B1.2	Bourgeois	Clara	kristi@mraz-towne.test	-	Active	-	31 - 45 year
<input type="checkbox"/>	📄 B1.2	Hubert	Macaire	marshall@dickens.test	-	Active	-	63 and mor
<input type="checkbox"/>	📄 B1.2	Martin	Arthurine	zackary.jast@kuphal.example	-	Active	-	31 - 45 year
<input type="checkbox"/>	📄 B1.2	Dupont	Berthe	camille@botsford-mccullough.e...	-	Active	-	63 and mor

By selecting Export, you can download a complete file containing all customer data for the selected locations.

📄 Import / Export ^

Import

Export

Download template



1769 customers

Search by name, email, phone...

+ Add

Import / Export



Import

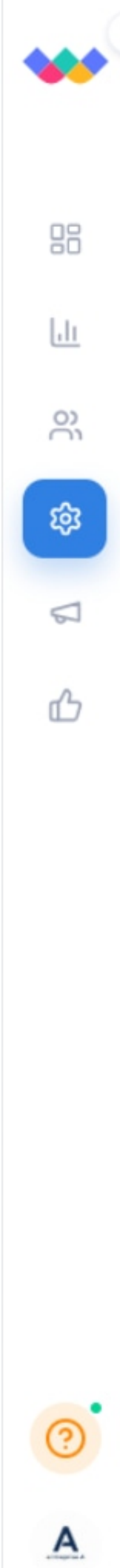
Export

Download template

<input type="checkbox"/>	ESTABLISHMENT	LAST NAME	FIRST NAME	EMAIL	PHONE	ACTIVE		
<input type="checkbox"/>	B1.2	Barre	Eulalie	lavonda@kohler.example	-	Active		
<input type="checkbox"/>	B1.2	Garnier	Guyot	twana.dooley@towne-abshire.test	-	Active		31 - 45 year
<input type="checkbox"/>	B1.2	Leblanc	Amédée	gerardo@okuneva-boyer.test	-	Active		
<input type="checkbox"/>	B1.2	Lejeune	Calixte	kelly@sawayn-prohaska.test	-	Active		
<input type="checkbox"/>	B1.2	Aubert	Isabelle	lonnie_zulauf@kuphal.example	-	Active		
<input type="checkbox"/>	B1.2	Guillot	Alaine	randolph_hodkiewicz@dicki.exa...	-	Active		
<input type="checkbox"/>	B1.2	Maillard	Sigebert	carson.berge@klocko-strosin.test	-	Active		
<input type="checkbox"/>	B1.2	Bourgeois	Clara	kristi@mraz-towne.test	-	Active	-	31 - 45 year
<input type="checkbox"/>	B1.2	Hubert	Macaire	marshall@dickens.test	-	Active	-	63 and mor
<input type="checkbox"/>	B1.2	Martin	Arthurine	zackary.jast@kuphal.example	-	Active	-	31 - 45 year
<input type="checkbox"/>	B1.2	Dupont	Berthe	camille@botsford-mccullough.e...	-	Active	-	63 and mor
<input type="checkbox"/>	B1.2	Dufour	Maurice	delmar_mcdermott@dickinson.t...	-	Active	-	63 and mor

To import new customers from a file, start by downloading the provided template. This ensures your file matches the required format and guarantees a reliable import.





Settings

Menu / Products

Surveys

Uploads

Downloads

Download your data exports

Enterprise A 8

The next section gathers all data related to your **surveys**.



Surveys



Extraction of survey URLs for each establishment

QR code links for surveys



Extraction of survey URLs for each customer per survey

Individual customer survey links



Extraction of comparative data per survey

Compare metrics across establishments



Extraction of completed surveys (in rows)

Full survey responses in row format

--- Choose a filter ---



Download



Extraction of completed surveys (in columns)

Full survey responses in column format

--- Select a survey ---



Download



Extraction of survey comments

NEW

Only surveys that have comments

--- Choose a filter ---



Download

Settings

Downloads
Download your data exports

Enterprise A 8

Surveys

Extraction of survey URLs for each establishment
QR code links for surveys

Extraction of survey URLs for each establishment
Individual customer survey links

Extraction of comparative data per establishment
Compare metrics across establishments

Extraction of completed surveys (in rows)
Full survey responses in row format

--- Choose a filter ---

Download

Extraction of completed surveys (in columns)
Full survey responses in column format

--- Select a survey ---

Download

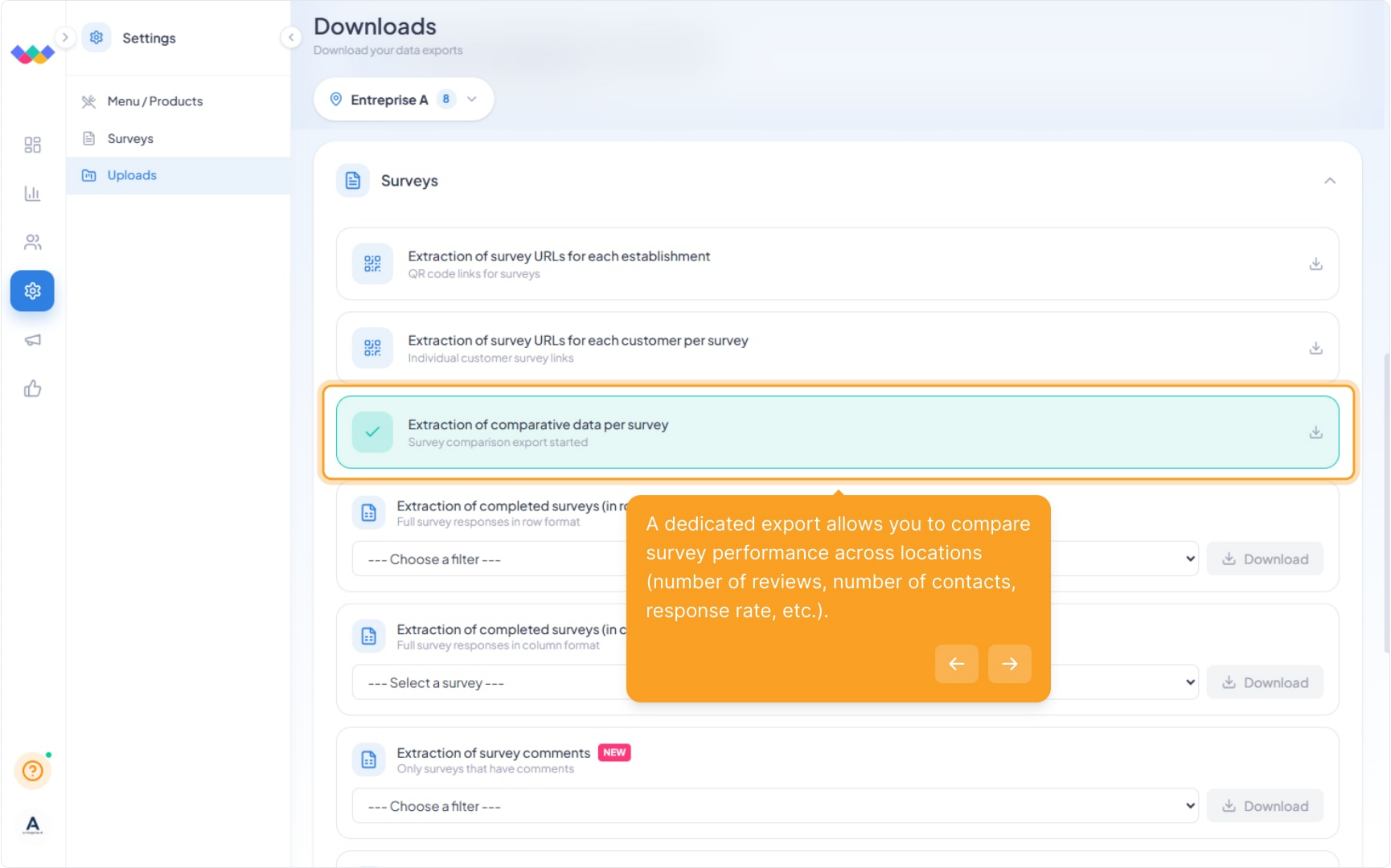
Extraction of survey comments **NEW**
Only surveys that have comments

--- Choose a filter ---

Download

You can retrieve the survey access links for each location, as well as the links sent individually to customers.

← →



Downloads

Download your data exports

Enterprise A 8

Surveys

Extraction of survey URLs for each establishment
QR code links for surveys



Extraction of survey URLs for each customer per survey
Individual customer survey links



Extraction of comparative data per survey
Survey comparison export started



Extraction of completed surveys (in row format)
Full survey responses in row format

--- Choose a filter ---



Download

Extraction of completed surveys (in column format)
Full survey responses in column format

--- Select a survey ---



Download

Extraction of survey comments **NEW**
Only surveys that have comments

--- Choose a filter ---



Download

A dedicated export allows you to compare survey performance across locations (number of reviews, number of contacts, response rate, etc.).



Enterprise A 8

- Menu / Products
- Surveys
- Uploads

Extraction of comparative data per survey
Compare metrics across establishments

Extraction of completed surveys (in rows)
Full survey responses in row format

--- Choose a filter ---

Download

Extraction of completed surveys (in columns)
Full survey responses in column format

--- Select a survey ---

Download

Extraction of survey comments **NEW**
Only surveys that have comments

--- Choose a filter ---

Download

Extraction of available questions in surveys
Survey question structure

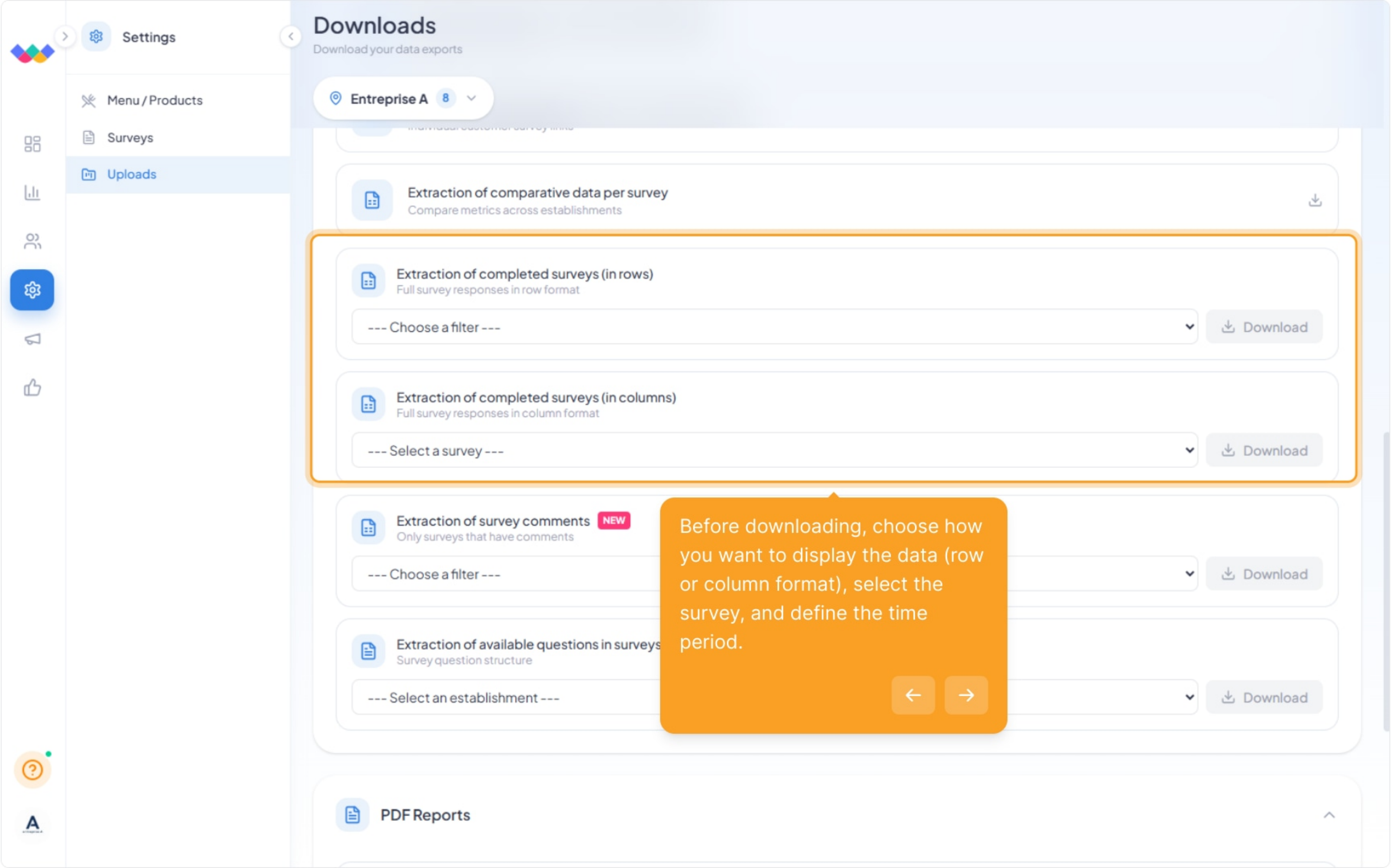
--- Select an establishment ---

Download

PDF Reports

You can also access the full set of survey responses.





Downloads

Download your data exports

Enterprise A 8

Extraction of comparative data per survey
Compare metrics across establishments

Extraction of completed surveys (in rows)
Full survey responses in row format

--- Choose a filter ---

Download

Extraction of completed surveys (in columns)
Full survey responses in column format

--- Select a survey ---

Download

Extraction of survey comments **NEW**
Only surveys that have comments

--- Choose a filter ---

Download

Extraction of available questions in surveys
Survey question structure

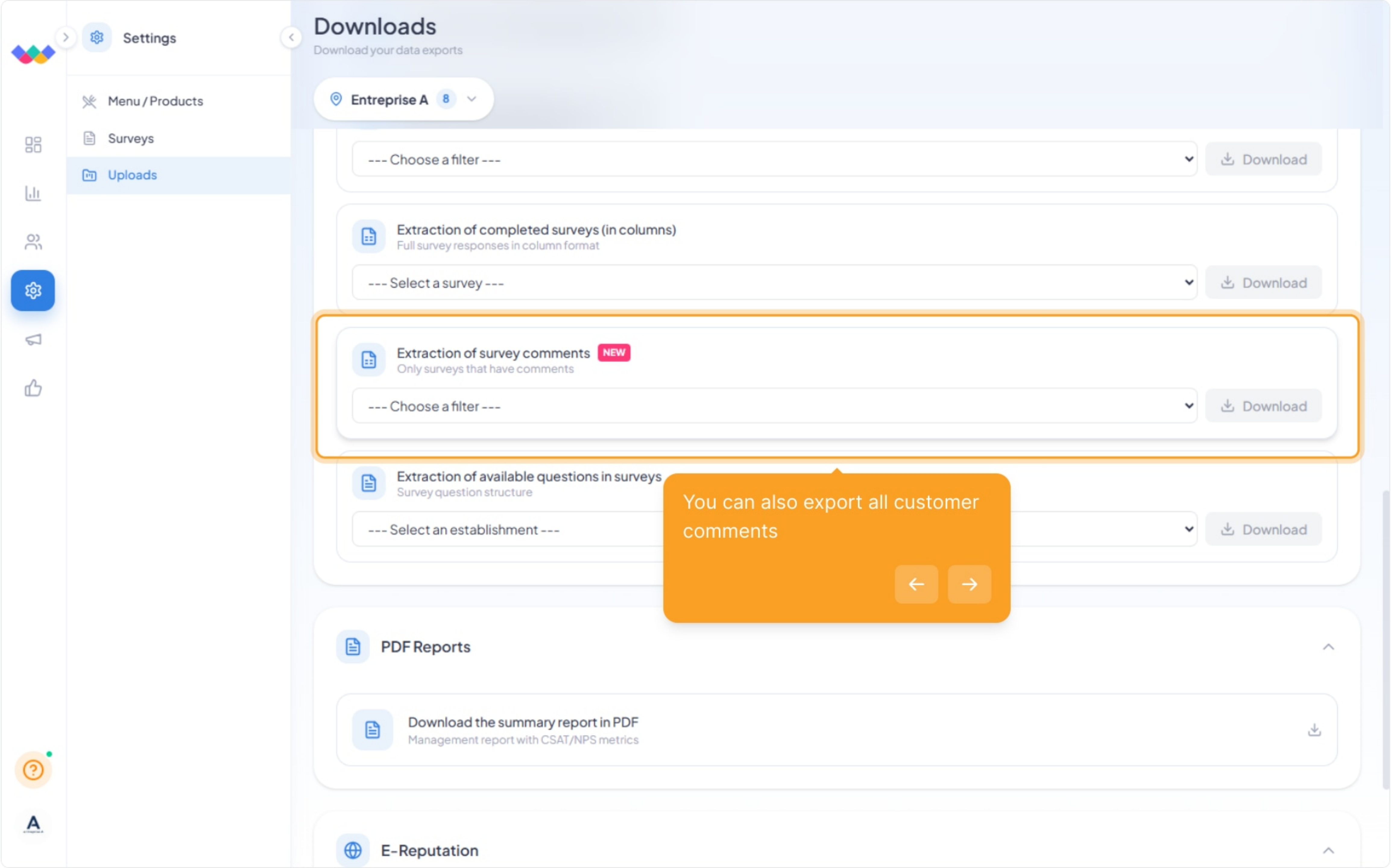
--- Select an establishment ---

Download

PDF Reports

Before downloading, choose how you want to display the data (row or column format), select the survey, and define the time period.





Downloads

Download your data exports

Enterprise A 8

--- Choose a filter ---

Download

Extraction of completed surveys (in columns)
Full survey responses in column format

--- Select a survey ---

Download

Extraction of survey comments **NEW**
Only surveys that have comments

--- Choose a filter ---

Download

Extraction of available questions in surveys
Survey question structure

--- Select an establishment ---

Download

You can also export all customer comments



PDF Reports

Download the summary report in PDF
Management report with CSAT/NPS metrics



E-Reputation



Settings

Menu / Products

Surveys

Uploads



Enterprise A 8

- Menu / Products
- Surveys
- Uploads

--- Select a survey --- Download

Extraction of survey comments NEW
Only surveys that have comments

--- Choose a filter --- Download

Extraction of available questions in surveys
Survey question structure

--- Select an establishment --- Download

Finally, download the full list of survey question structure.

PDF Reports

Download the summary report in PDF
Management report with CSAT/NPS metrics Download

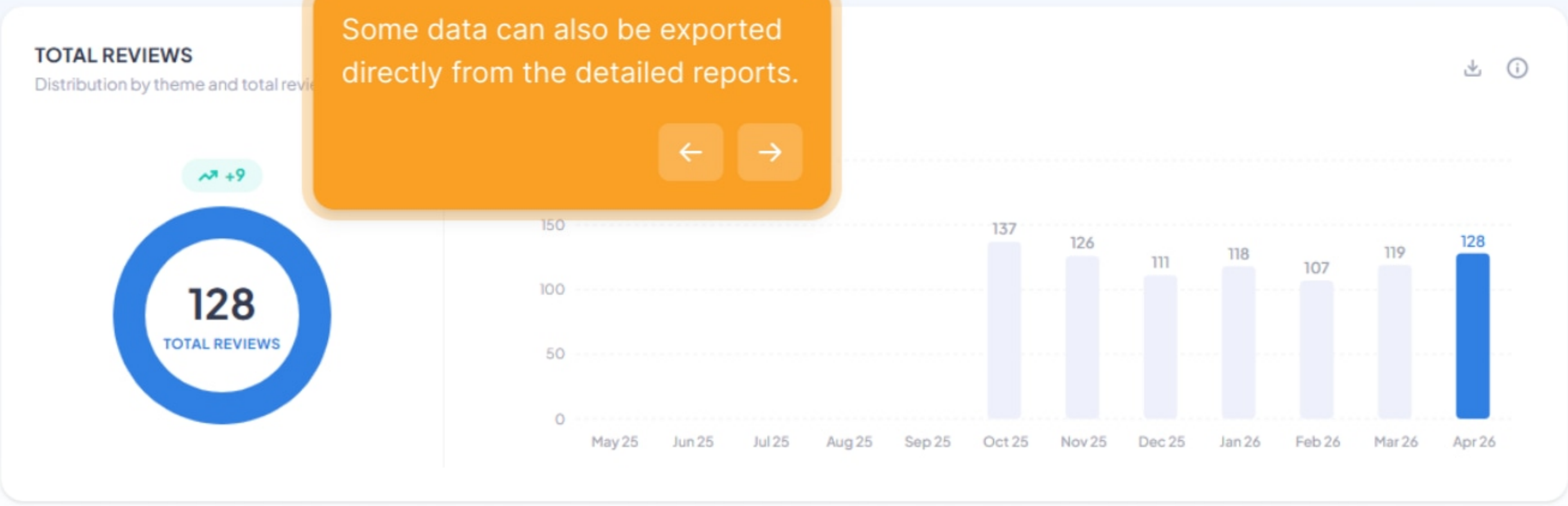
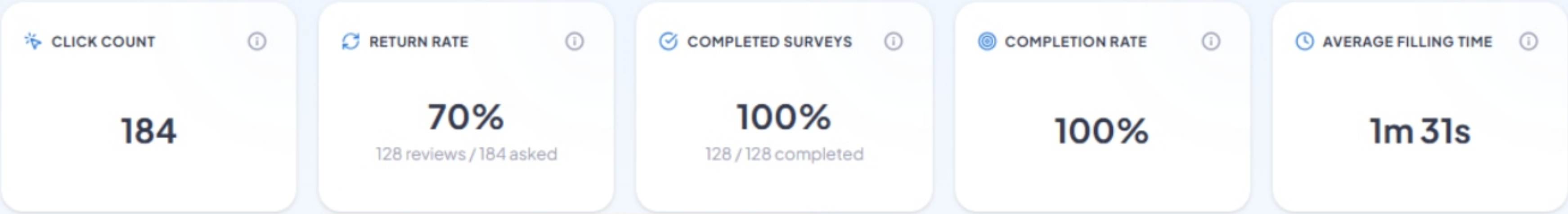
E-Reputation

Download all reviews by platform NEW
Google/Facebook reviews export Download

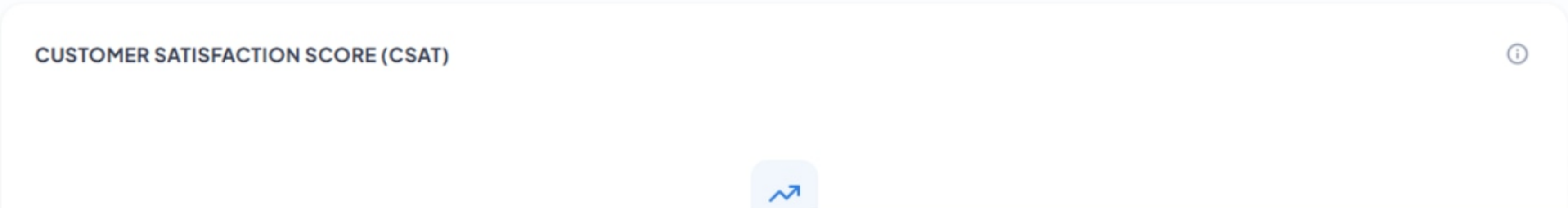
- SURVEYS
- Satisfaction Client
- Synthesis
- Product
- Net promoter score

Entreprise A 8

By day Week **Month** Year Cumul April 2026



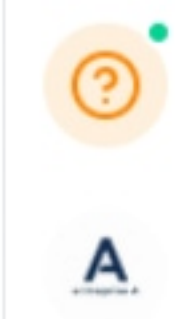
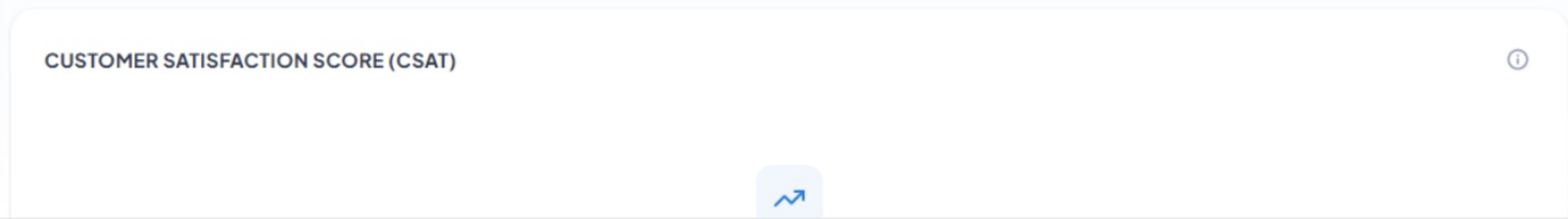
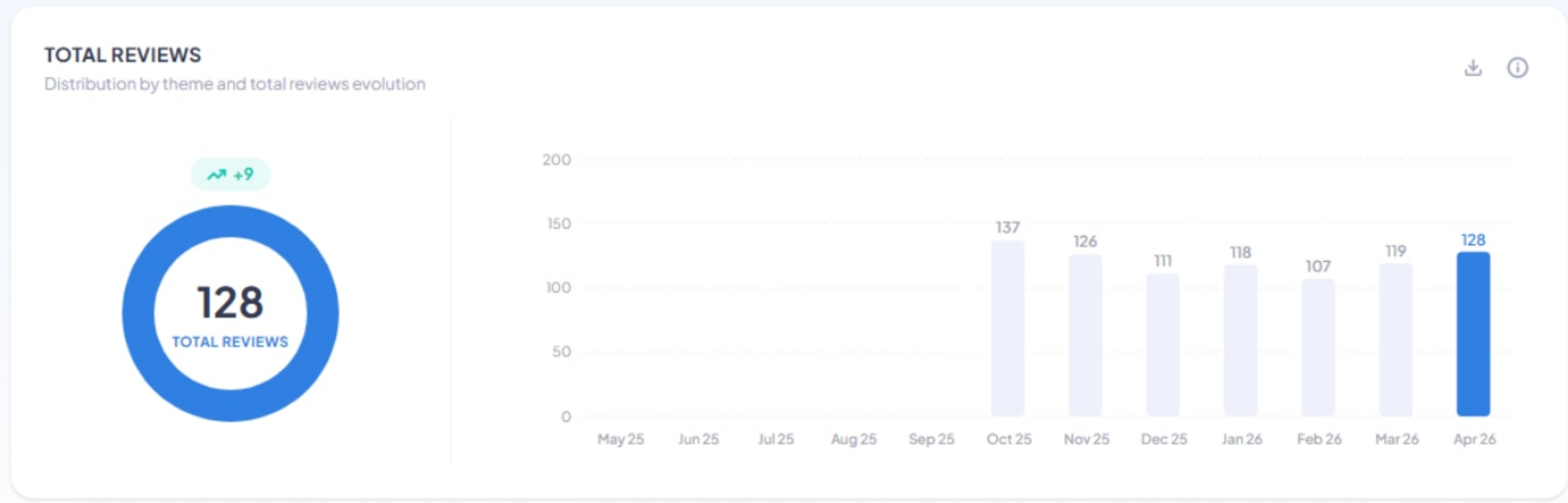
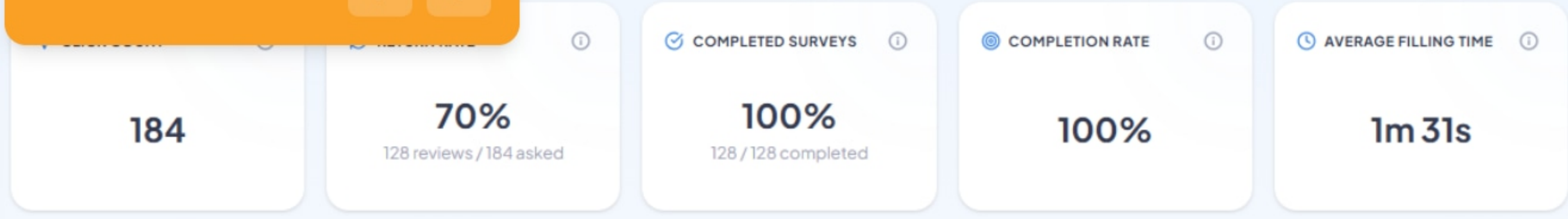
Some data can also be exported directly from the detailed reports.



By day Week **Month** Year Cumul April 2026

- SURVEYS
- Satisfaction Client
- Synthesis**
- Product
- Net promoter score

Open a survey summary from the sidebar to access its full analysis.



Satisfaction Client

8

By day

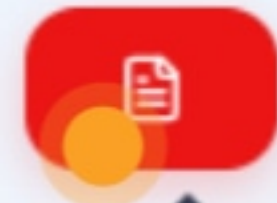
Week

Month

Year

Cumul

April 2026



Download the summary report in PDF

From this page, you can download a ready to share PDF report



RETURN RATE



70%

128 reviews / 184 asked

COMPLETED SURVEYS



100%

128 / 128 completed

COMPLETION RATE

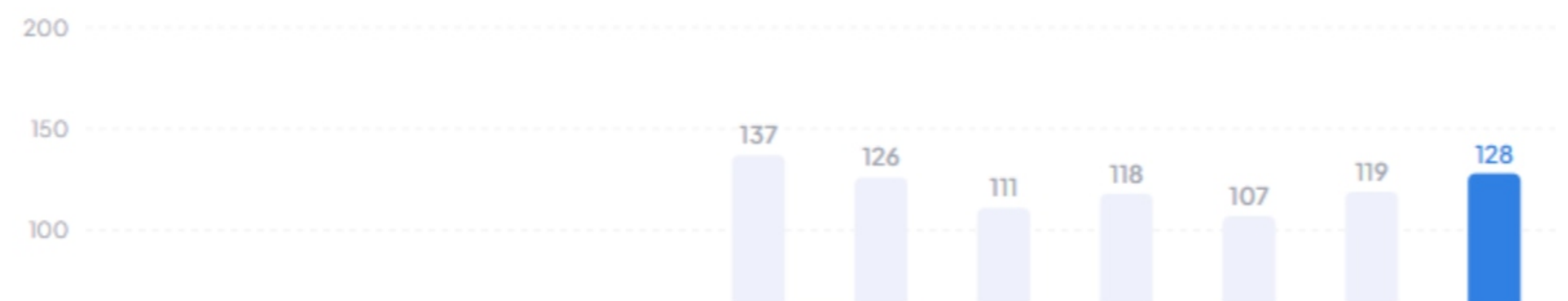


100%

Line and total reviews evolution

+9

128



Detailed reports

SURVEYS

- Satisfaction Client
- Synthesis**
- Product
- Net promoter score

?

A

Synthèse – Satisfaction Client

Synthesis report

Entreprise A 8

By day Week **Month** Year Cumul April 2026

Download the summary report in PDF

Select the level of analysis for the PDF report.

Analysis Level

Level 3

Preview (fictitious data)

Services	Reviews	CSAT	NPS
Zone Afrique - Niveau 1	100	100	100
• Zone Algérie - Niveau 2	100	100	100
• Zone Algérie Nord - Niveau 3	100	100	100
TOTAL	100	100	100

Receive PDF by email

Download

Before exporting, you can choose the level of analysis within your organization.

100%

1m 31s

126 111 118 107 119 128

Nov 25 Dec 25 Jan 26 Feb 26 Mar 26 Apr 26

CUSTOMER SATISFAC



Synthèse – Satisfaction Client

Synthesis report

Entreprise A 8

April 2026

It is also possible to export responses and comments directly from this page.



CLICK COUNT

184

RETURN RATE

70%

128 reviews / 184 asked

COMPLETED SURVEYS

100%

128 / 128 completed

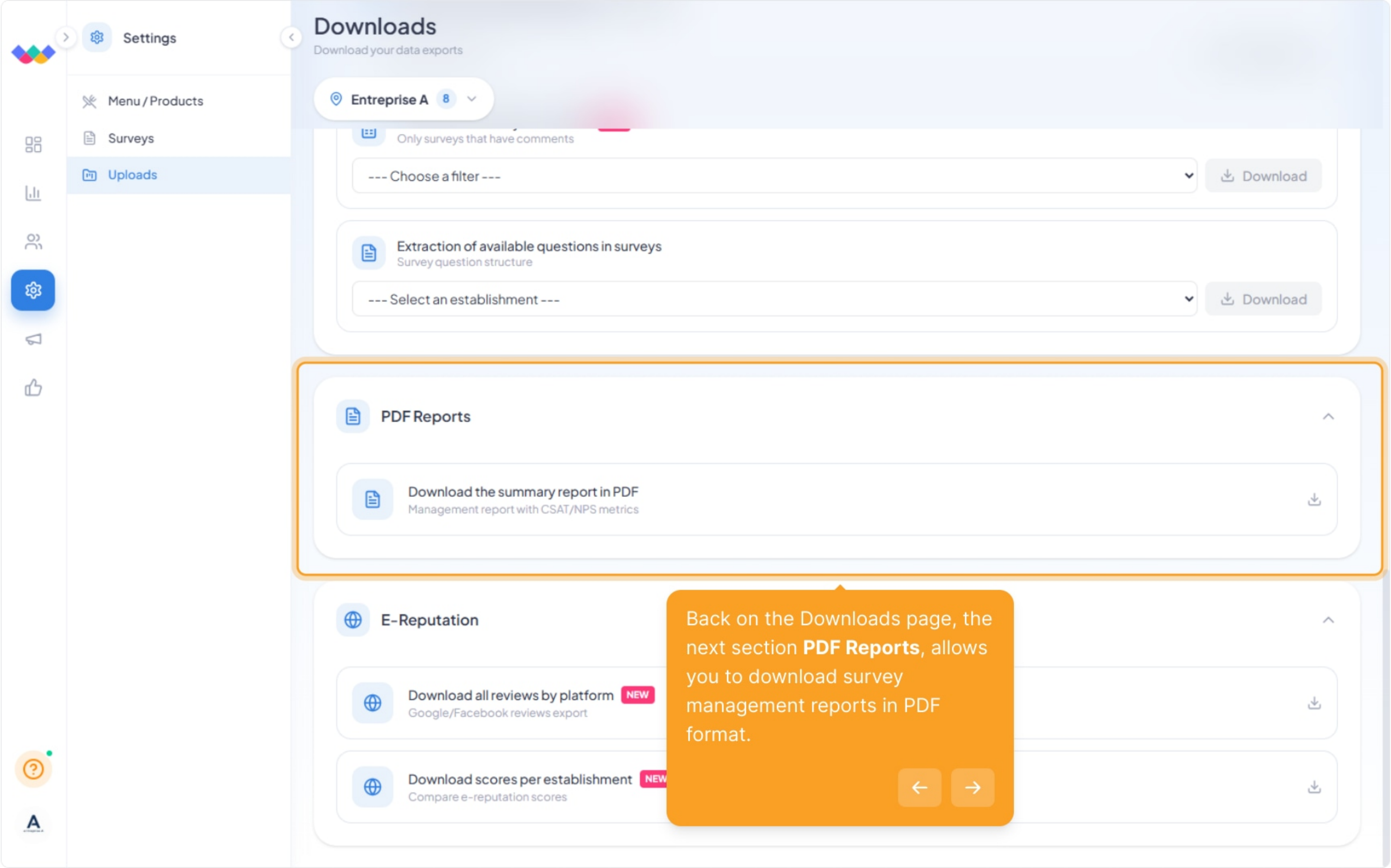
AVERAGE FILLING TIME

1m 31s

TOTAL REVIEWS

Distribution by theme and total reviews evolution





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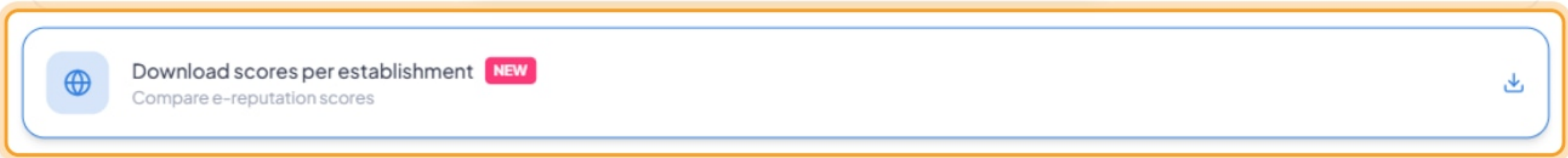
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Extraction of users
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Menu & Categories

Extraction of categories / sub-categories and products
All items, categories and sub-categories



Extraction of categories per establishment
Products grouped by establishment

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Number of products per establishment
Product count summary



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