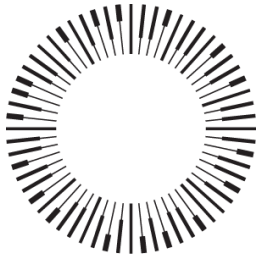


Vector Watch Case Study



VECTOR

Vector Watch designs and develops wearable technology to simplify lifestyles. Committed to delivering the highest quality of craftsmanship, it combines impeccable design and exceptional materials with cutting edge software and a unique user experience.



VECTOR LUNA

Our flagship round design: simple, considered and versatile. Dressed in a wide range of finishes and styles.



VECTOR MERIDIAN

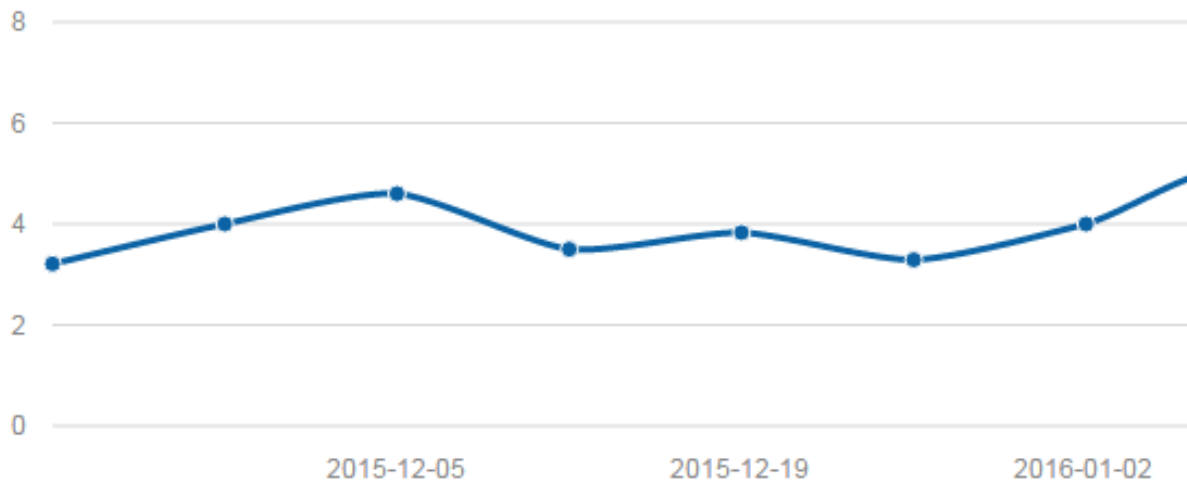
Bold and iconic, our rectangular case balanced perfectly between modern and classic style, with leather and silicone bands.

Vector Watch has two types of products: Vector Luna and Vector Meridian. Both have multiple straps.

How Vector Watch uses FeedCheck

The Vector watches are sold on more than 30 online stores. Vector Watch is having a successful collaboration with FeedCheck on the daily work of the following departments:

Average review rank by week



Marketing

The Marketing department of Vector does a lot of campaigns and some of them are meant to encourage their customers to leave reviews on the online stores where their products are sold. FeedCheck helps them to track the evolution of customer perception and the number of reviews.

Histogram



They also want to have an overview of the customer satisfaction.

FeedCheck offers reports with data aggregated from over 10 stores.

Support

The support team receives complaints on many channel: Email, support form and **review section from online stores** (as bad reviews). They manage all tickets in a single application called Zendesk. FeedCheck sends the bad reviews directly to Zendesk as tickets.

Conclusion

Vector Watch runs different campaigns in order to encourage the customers to leave their opinions about Vector Products.



"FeedCheck is super useful!"

Irina Alexandru

Program Manager at Vector Watch