

XEBO.ai



Eagle Hills Elevates VoC Excellence with XEBO.ai

How a leading global developer streamlined VoC operations across 10+ countries with XEBO.ai

About



Eagle Hills is a dynamic real estate investment and development company, known for shaping urban landscapes through landmark developments across global markets. Focused on delivering world-class residential, commercial, and lifestyle projects, Eagle Hills combines visionary leadership with technological innovation to deliver premium customer experiences.

XEBO.ai



Challenges faced before XEBO.ai

Before partnering with XEBO.ai, Eagle Hills encountered several critical limitations in their Voice of Customer (VoC) program:

- ❗ **Lack of CRM Integration:** Their existing platform could not fully integrate with Salesforce CRM, limiting the automation potential of their VoC workflows.
- ❗ **Branding Limitations:** Survey customization capabilities were constrained, making it difficult to align survey designs with Eagle Hills' sophisticated brand identity.

These constraints hindered the scalability and professionalism of their feedback program, impacting both operational efficiency and customer experience insights.

Search for solution by Eagle Hills

In response to these limitations, Eagle Hills began evaluating solutions that could:

- ✅ Seamlessly integrate with Salesforce for automated, real-time customer data capture.
- ✅ Offer full design flexibility to reflect their branding in every customer interaction.
- ✅ Provide advanced analytics and visualization capabilities to derive actionable insights from feedback.

The search led them to XEBO.ai, a platform built to address precisely these requirements.

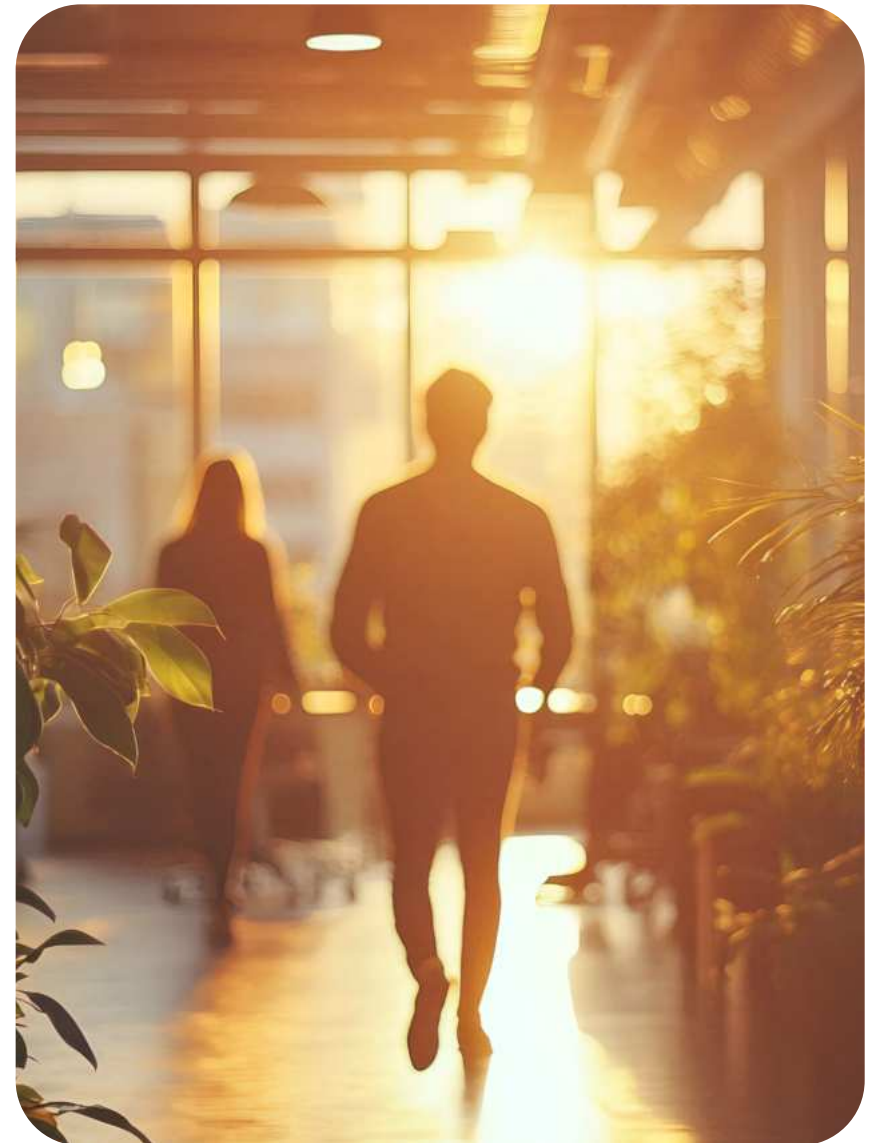
Reasons to choose XEBO.ai



XEBO.ai stood out for its:

- ✓ **Robust CRM Integration:** Full end-to-end integration with Salesforce allowed Eagle Hills to automate the entire VoC process.
- ✓ **Custom CSS Control:** The ability to inject custom styling enabled the creation of fully branded survey experiences.
- ✓ **Analytics Ecosystem:** XEBO's native real-time reporting combined with Power BI integration empowered their teams with deeper, visual insights for decision-making.

This powerful combination of flexibility, automation, and analytics aligned perfectly with Eagle Hills' operational needs and customer-centric vision.



Implementation and integration

The implementation was focused, seamless, and scalable across regions:



Salesforce CRM: Data from customer journeys and feedback loops was directly synced with Salesforce, enabling closed-loop feedback management.



Power BI Integration: All survey data was pushed to a dedicated Power BI workspace, supporting enterprise-level dashboards and detailed reporting across departments.

The configuration ensured both real-time responsiveness and strategic foresight through insights.



Impact of XEBO.ai

Since adopting XEBO.ai, Eagle Hills has achieved remarkable scale and reach in its VoC program:



Active Journeys: 7
personalized customer
feedback journeys
running concurrently.



Active Surveys: 70
unique surveys
tailored for various
touchpoints and
regions.



Geographic Reach:
Active in over 10
countries.



Survey Volume: More
than 130,000 surveys
triggered to date.

These numbers reflect a great enhancement in customer engagement, feedback management, and data-driven decision-making.