

# LJ Hooker Launches The RealSatisfied Customer Satisfaction Platform To Its Entire Network

MANLY, NSW, AUSTRALIA – 19 August 2015 RealSatisfied will now power an enhanced customer feedback program following its launch this month to LJ Hooker's network of 550 offices around Australia.

"This is a big win for our Australian business says Phil Kells, CEO of RealSatisfied. "It's the largest real estate brand in the country to adopt our customer satisfaction platform. It also further reflects the desire for brands to have a detailed understanding of the customer service being provided to their customers beyond a simple star rating, he said."

RealSatisfied, a performance evaluation and customer satisfaction platform designed exclusively for the real estate industry, sends customer satisfaction surveys to vendors on behalf of agents at the close of transactions and to assess their performance in their property management business as well.

"LJ Hooker is dedicated to the success and potential of every team member and together we are committed to putting the customer at the centre of everything we do" says Grant Harrod, CEO of LJ Hooker. "RealSatisfied gives our customers a voice that will provide valuable feedback to improve our activities."

The tools RealSatisfied provides to agents include easy-to-use widgets for agents to publish client recommendations on their own websites, share those recommendations automatically to websites and to their social networks, and other third-party integrations, and provides solid third party validation of customer satisfaction. In addition, RealSatisfied provides brokers and brands with a comprehensive dashboard for analyzing survey results, managing team members and escalating problems with transactions when they are uncovered by the surveys.

"Every office and every agent in the LJ Hooker network will be given full access to the RealSatisfied platform," Jeff Turner, RealSatisfied President explains. "While we've seen our greatest growth in the United States, RealSatisfied was born in Australia. It is rewarding to be a part of the process of launching with such a prominent real estate brand."

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## **About RealSatisfied**

Based in Sydney, Australia with operations in Australia, United States and Canada, RealSatisfied is the 3rd party customer satisfaction and performance evaluation platform for the real estate industry. Founded in 2010, RealSatisfied provides a turnkey solution to enable real, actionable feedback and performance ratings from clients. To learn more about RealSatisfied, visit [www.realsatisfied.com](http://www.realsatisfied.com).

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