



A pre-built survey and question set, designed to help you **Understand Your Customers**

“A 5% increase in customer retention can produce 25% more profit” - **Bain**

Why businesses must focus on anytime, customer feedback

- Traditionally the supplier determines what, when and how customer feedback is given. But what if your customers want to share feedback in the heat of the moment, whilst it's still relevant and the most truthful?
- If customers want to feedback but must wait until the next survey opens, there's a strong chance they'll forget it, lose their nerve or have new focuses. This results in you missing out on key insight that could help you improve services, retain your customers and innovate your product/services.
- Give your customers a true voice!

The impact of our Customer Voice Survey

- Benefit from your customers providing you with rich insights at any moment to help you understand their sentiment.
- Engage with your customers and empower them to share feedback regardless of location or time. The feedback is on their terms, and there's no limit to frequency.
- We'll help you position this internally and externally, embed it in your organisation and provide all the support you need to create meaningful action plans.

Insights & Reporting

Executive Report



- Executive summary
- Boardroom insight
- Drive customer strategy

Full Report



- Holistic insight
- Locate focus areas
- Cross-company trends

Manager Report



- Empower managers
- Focussed insight
- Team/location data