



THE CUSTOMER VOICE SUITE FOR
THE PRIVATE SECTOR

Harness the passion
and energy of everyone



It's time to give the people who matter most a VOICE

Who are the people?



Frontline employees

Your frontline employees can provide valuable insights into any barriers they see inhibiting your organisation's performance.

They also have a perspective on what your customers think of the customer experience you provide.

Evidence shows feedback from employees provides more powerful insights than market research because of the high number of customer interactions they have.



Customers

Your customers can provide a unique insight that can challenge the way you do things and highlight where the biggest gains can be made.

How can we help?



Unique insights



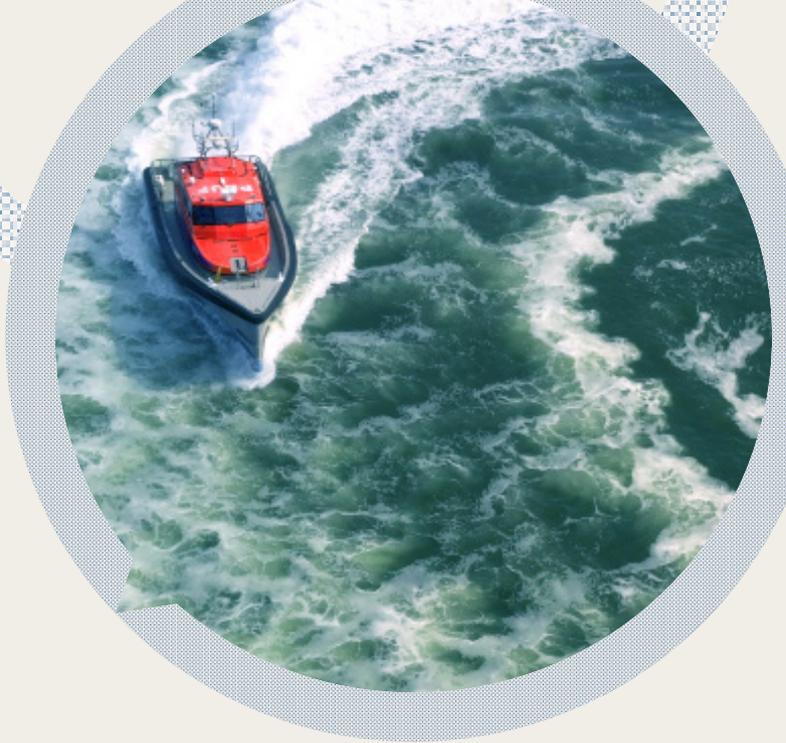
Ultimate source of truth



Biggest gains

Customer VOICE

AskYourTeam's Customer VOICE suite can help bring those views together quickly and easily to guide your customer experience strategy, identify gaps and make valuable, targeted change.



‘Quite the revelation.’

Hear first-hand from a customer

HamiltonJet Managing Director Ben Reed deployed AskYourTeam’s Customer VOICE module to collect feedback from the frontline teams and the distributors.

COVID-19 restricted HamiltonJet’s ability to travel and get feedback from offshore connections, so using VOICE allowed them to easily reach out to distributors in multiple locations around the world.

AskYourTeam VOICE allows you to collect broad views in a way that feels like a personal conversation.

You almost never have enough time to do your own analysis, so it's quite good to have AskYourTeam help you with that.



How did VOICE work for HamiltonJet?



Frontline employee

The internal team's view about communication was quite a lot lower than our distributors and that was "a really good revealing thing for us."



Customers – The distributors

There was a 12% difference in the views of the frontline workers compared to that of the distributors about communication.

"The people in the middle struggling with the day-to-day communications actually found it quite disheartening and imagined our distributors must be feeling the same. "

Something very clear was that the distributors perceived HamiltonJet as their partner.

"We had really positive feedback about the nature of our relationship and the way it feels."

The revelation →

The distributors had a more positive view about communication.

"To separate that out and really understand it was quite a revelation. We will be thinking about that and feeding off it for some time."

The benefits of using VOICE



Ask the right questions

Customer VOICE suite questions are validated by Waikato University's Institute for Business Research using the criteria that matter to most customers.

Bring together a combined view

This enables you to address customer needs quickly and easily from all perspectives. You can create an all-important baseline and results can be overlaid to prioritise areas for improvement. Unlimited use ensures you – as our customer – can drill as deep as required, crowd source ideas for improvement and, most importantly, help map your customer experience journey and allow you to measure how far you have come.



Get genuine, unfiltered feedback

Anonymised data collection ensures you obtain an absolute source of truth to understand where the biggest gains can be made for both frontline workers and customers.



Become truly customer centric

Frontline employees understand both the organisation and customer pain points better than anyone, and they can provide powerful insights. Positive change in customer experience also improves the working environment, which can help with recruitment and retention of staff.



Build brand loyalty

Find the ultimate source of truth on how you are perceived in the market from those who matter – your customers. What do they want now, more of, less of, love, dislike, value ... or not?

The benefits of using VOICE



Valuable gap analysis

The overlay of employee and customer views will quickly highlight where the gaps are and where you can take positive action for the biggest gains.

Getting the right answers

Using AskYourTeam's Customer VOICE suite will allow you to answer these questions:

- > What is the most common frustration and why?
- > What frustration prompts the most emotion?
- > Why do our customers leave us and why?
- > How have our customers' needs changed in a COVID world?

Best of all, our best-practice comparison reports can greatly assist in providing the right answers allowing immediate action.



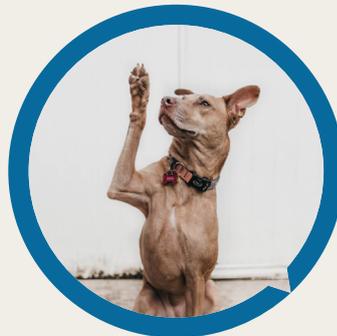
A laser-like focus on leadership

Using VOICE will allow a leadership analysis for each team leader that can then inform a customised performance development plan. When combined with identification of the major operational and functional barriers, you can quickly use the results to enhance team and organisational performance.



Journey of continuous improvement

As your customers see their feedback turned into action, they will recognise positive change, increasing brand loyalty and opportunities for those all-important word-of-mouth recommendations.



Proven and trusted expertise and consulting

Our highly experienced client services team can support you to customise your survey and analyse the results to ensure insights are fed into action plans.

Using VOICE – the way it works

Dare to compare

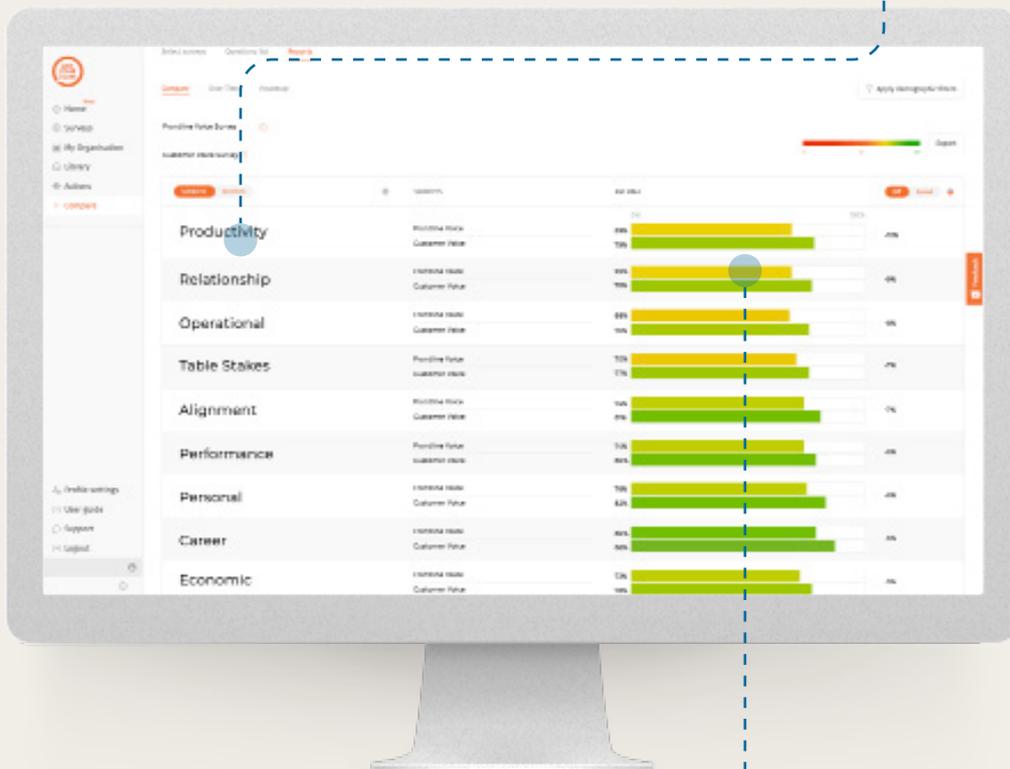
Discover a new kind of organisational performance data – frontline generated performance insights from every person in your team as well as your customers. Our easy-to-use comparison tools allow you to quickly bring together the insights to provide an effective gap analysis highlighting where the biggest gains can be made.

Choose your questions

You can choose what you need to know and when, from our library of around 1700 academically researched questions.

Flexible

One question or many - the choice is yours.



Multiple touchpoints

You can collect feedback from anywhere at any time using a variety of methods including email, text and QR codes.

Delve deeper

You can follow up quickly and easily to get more detailed responses and check in once actions are taken to see how they are being received.

Close the loop

Our data is easy to interpret, allowing you to quickly identify the key issues, take action and respond to feedback.

Making it easy

We have an easy to use and intuitive application programming interface (API) that can be integrated with a variety of systems to reduce double handling and increase data integrity.



Want
to know
more?

We believe organisations can only achieve their true potential when their people feel valued and respected.

Talk to us today to ensure the voices of all your people are heard and acted on.

Contact us

askyourteam.com/contact-us

NZ 0800 001 335

GLOBAL +64 6 280 5305

