






Feedback Solutions



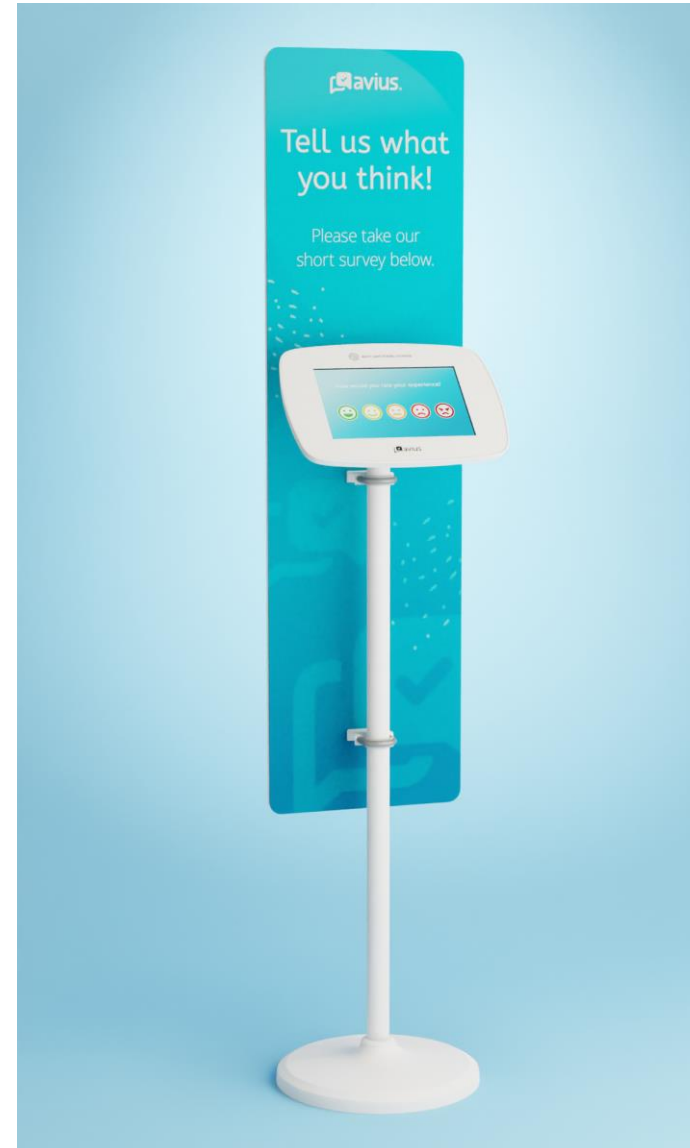
Collect feedback throughout the journey

		WHERE	WHY	CONSIDERATIONS
Kiosks		Touchscreen kiosks can be placed around your locations.	<ul style="list-style-type: none">▪ Get 'real time' experience feedback▪ Large sample size▪ Real-time data speeds up recovery	<ul style="list-style-type: none">▪ Needs power and signal▪ Hardware costs▪ Hygiene cleaning required
QR Codes		QR codes can be placed at various points of the journey.	<ul style="list-style-type: none">▪ SmartCode can be added to kiosks▪ Static codes can be placed anywhere▪ Use their own device to take survey	<ul style="list-style-type: none">▪ Not everyone knows how to scan a QR code▪ Smaller sample size
Online		Enable feedback from emails, website or social channels.	<ul style="list-style-type: none">▪ Leave feedback when it suits them▪ Personalised feedback	<ul style="list-style-type: none">▪ May be less visible▪ Smaller sample size▪ Priority decreases every day
Mobile App		Add surveys into your mobile app.	<ul style="list-style-type: none">▪ You can trigger a survey from an action▪ High response rates	<ul style="list-style-type: none">▪ Development time needed for integration
Post Visit		Add a QR code or web link to your follow up.	<ul style="list-style-type: none">▪ Easy to implement▪ Familiar method	<ul style="list-style-type: none">▪ Smaller sample size▪ May need to incentivise

Measure satisfaction

Survey kiosks collect in the moment feedback.

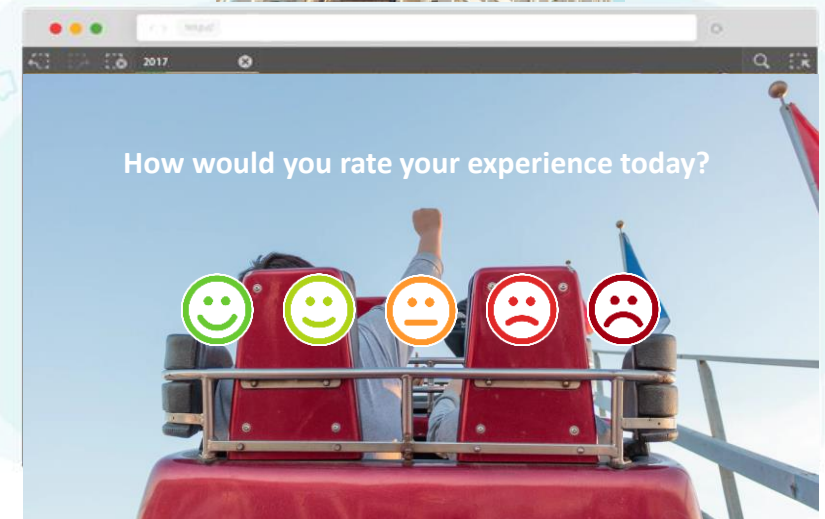
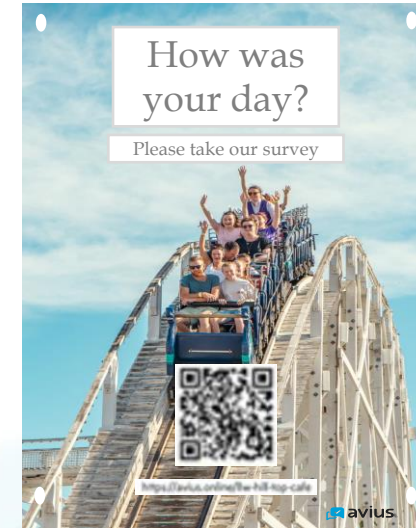
- No integration required
- Variety of Kiosks available
- Real time results
- On and offline data collection
- Time stamped results
- Fully customisable survey experience
- Instant alerts for negative feedback
- Anti-bacterial screens
- Language translations
- Device manager



Online surveys

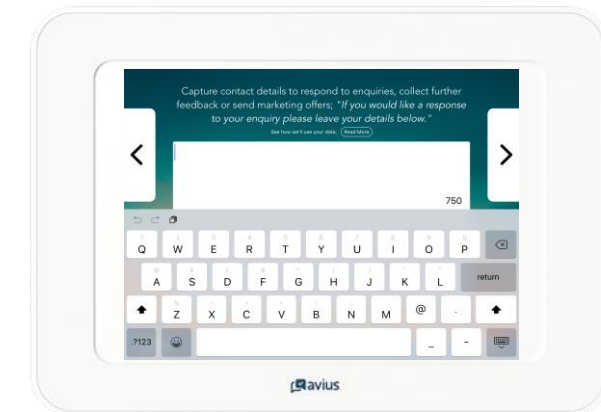
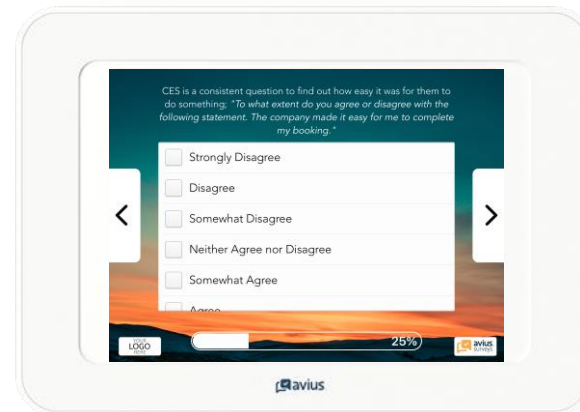
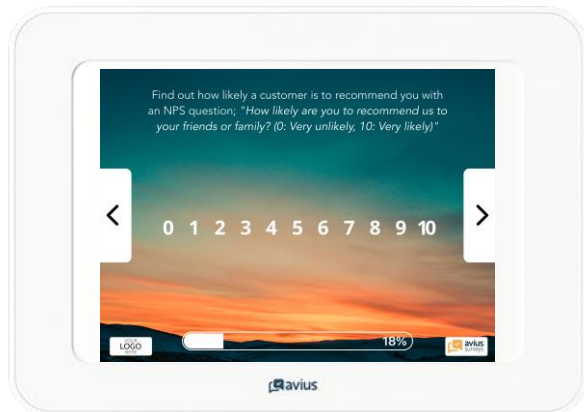
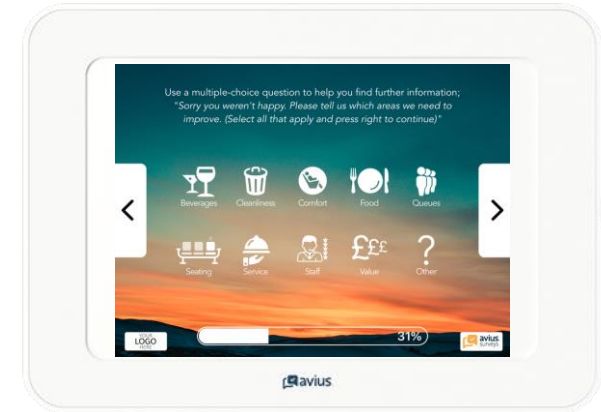
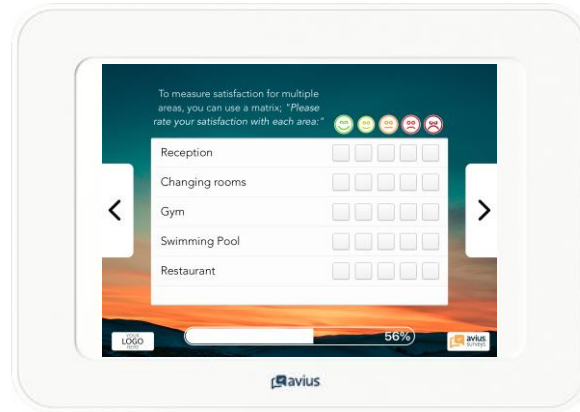
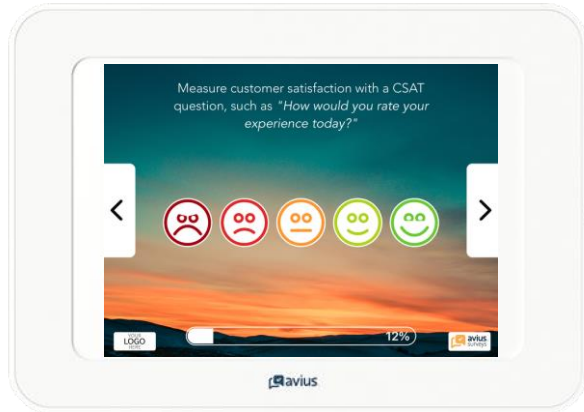
Online surveys can be used throughout the journey.

- Add links to emails, your website, mobile app or social channels
- Use QR codes or web links on receipts, posters, POS
- Trigger surveys from transactions; purchases, abandoned baskets
- Tailored survey design
- Language is automatically selected from browser settings
- Responsive and optimised for desktop, tablet and mobile



▶ VIEW DEMO

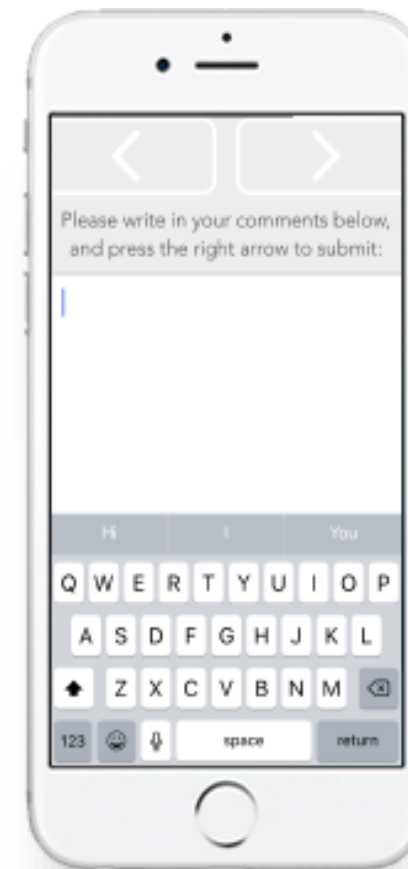
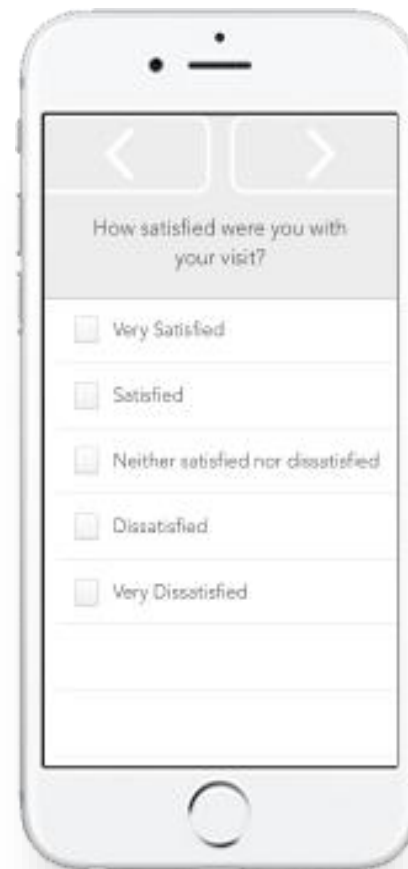
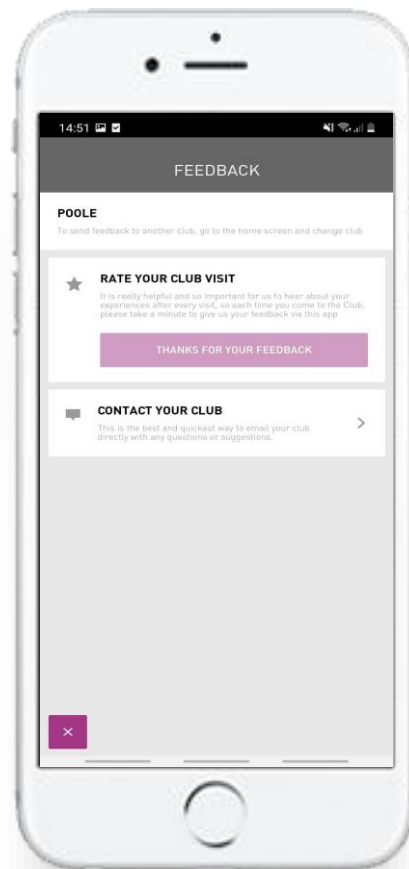
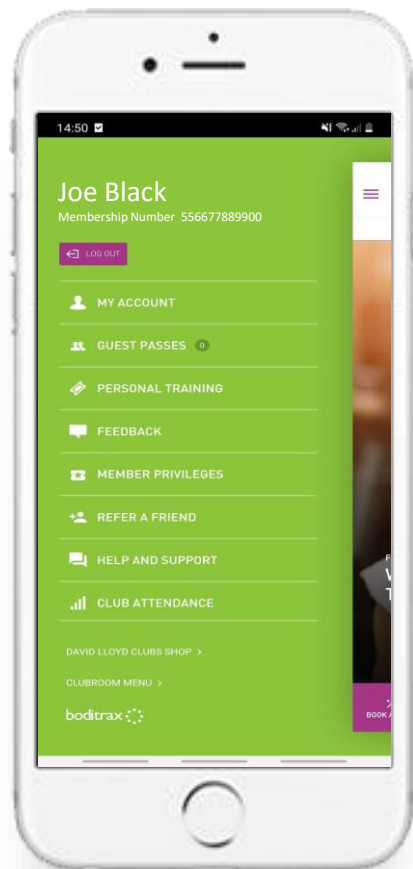
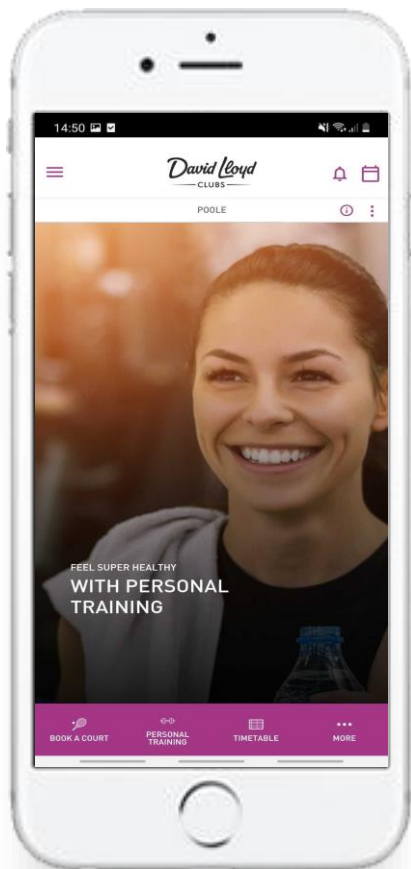
Customisable survey design



Download the Avius Surveys app on your own tablet to use the demo for free



App integration



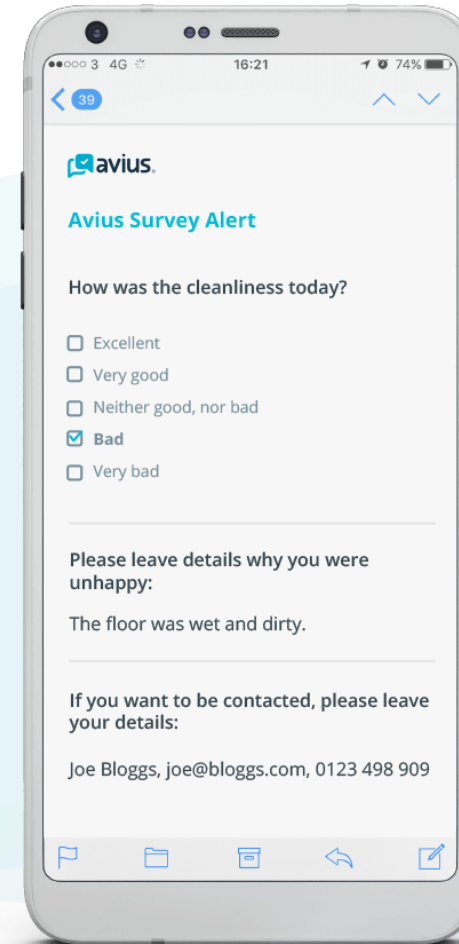
Real time alerts

Enhance customer experience

- Improve response times
- Speed up resolution times
- Set-up multiple alerts
- One alert for each question if required
- Multi-lingual
- Inform senior management of serious incidents
- Flexible distribution lists

Manage devices remotely

- Alerts sent if they lose power, internet connection
- Alerts sent to relevant person



Real time reporting

Gather useful business insights from customisable reports.

- Real-time reporting dashboard and raw data download
- Integration via API
- Available on any device
- Track your Net Promoter® Score
- Measure Customer Satisfaction
- Compare results and KPIs across locations and teams
- Spot trends in customer requests
- Use data for employee development and recognition

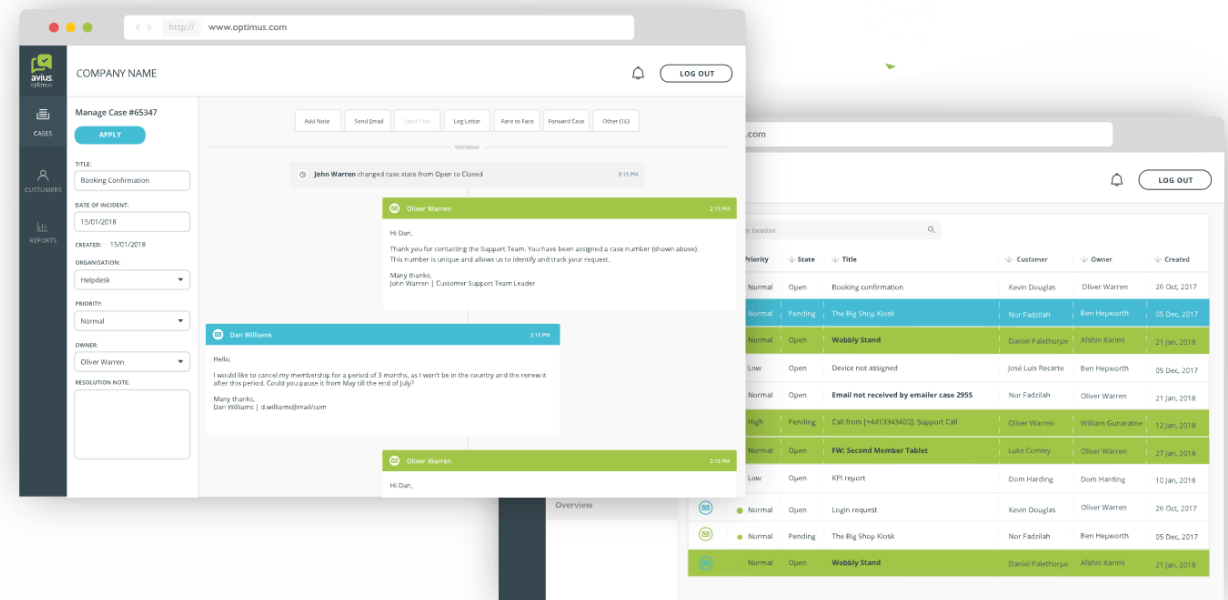


[▶ VIEW DEMO](#)

Optimus – Customer relationship management

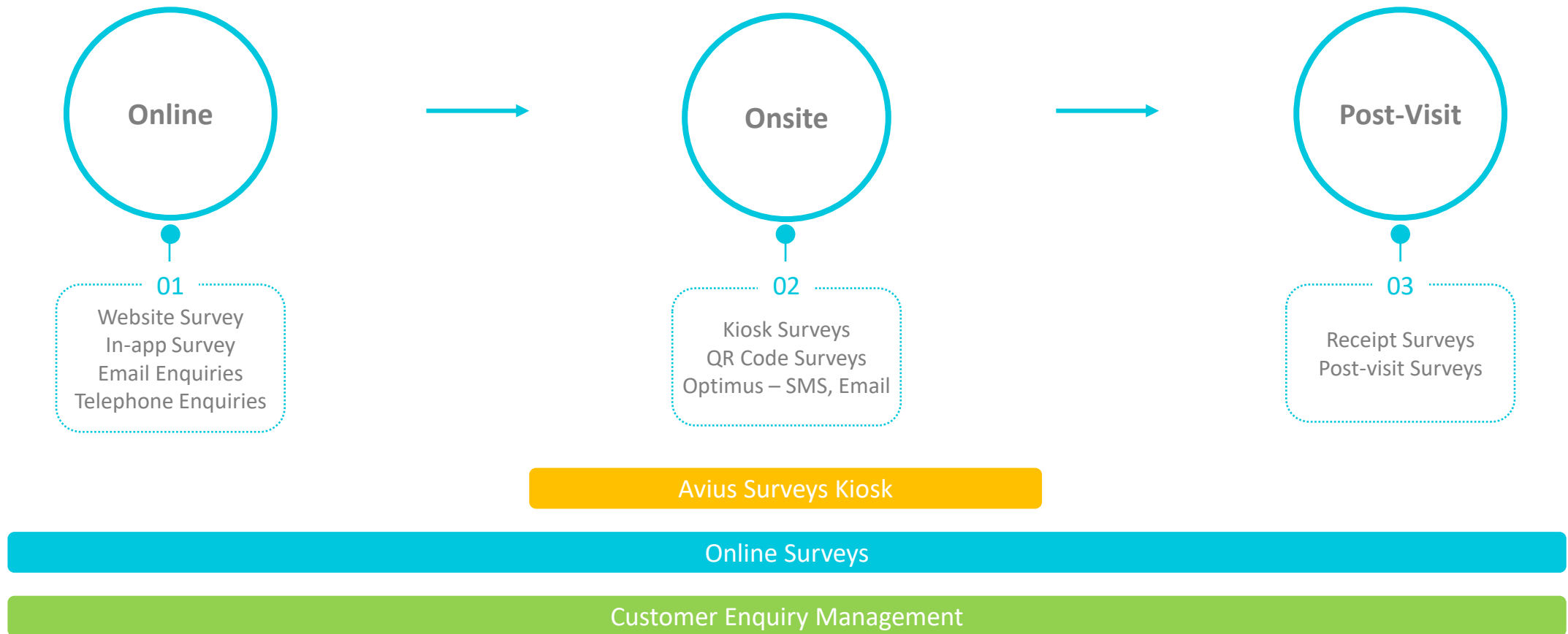
Collect, manage and reply to all feedback from multiple channels, in one system.
Combine and compare data, monitor performance and get business insights.

- Manage all enquiries in one system
- Speed up response and resolution times
- Measure and improve efficiency
- View customer history
- Set case notifications
- Easy access reports to improve performance
- Compare results (locations, users, categories)
- Design your own dashboards



No integration required

Avius solutions can work alongside your existing systems



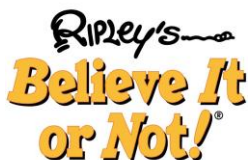
Why Avius?

Avius are a global provider of Voice of the Customer solutions. We are passionate about connecting businesses to their customers.

Our multi-channel feedback solutions enable rapid operational recovery and provide actionable insights which drive improved customer experiences.

- 19 years of experience working with companies around the Globe
- Serve clients in 28 countries, capturing feedback in 37+ languages
- Provide bespoke solutions, analytics and customer support
- Collect on average 1.4 million survey results per month
- In-house development team
- Experienced in planning and managing complex multi-location deployments within high-footfall businesses

We are global



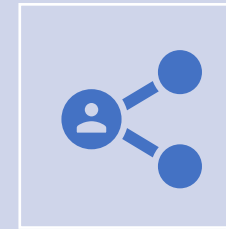


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