

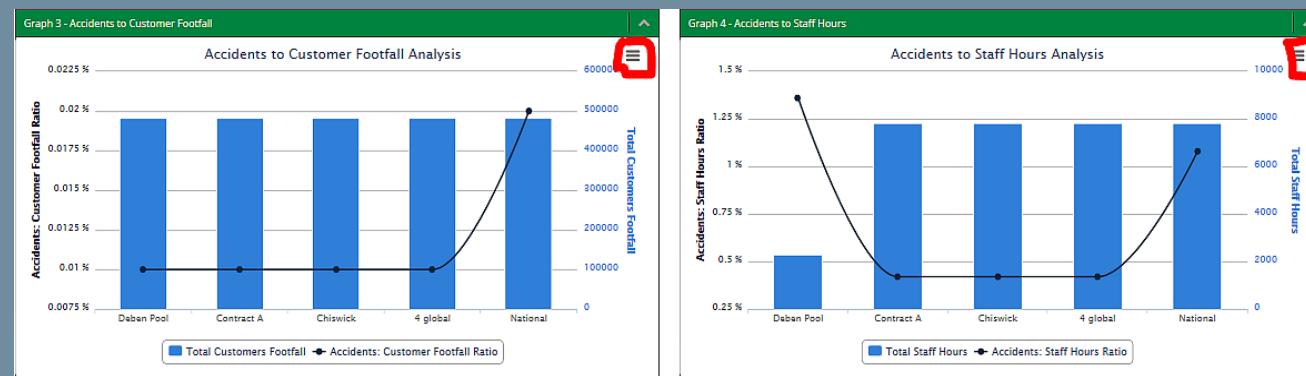
feedback-Focus

This is an online comment form that sits on your website for customers to submit their views. This comment is then reflected in graphs and statistics in your unique user platform.

STITCH



STITCH is an accident reporting tool to help track and monitor accident, incident and near-miss data. This allows management to analyse specific data from individual centres under one platform.



The platform provides you with your customer insight and accident reporting in one export!

Net Promoter Score

NPS is a one question survey emailed directly to your customers to determine how likely they are to recommend your business to a colleague or friend. This score can be benchmarked against the sector. The results are presented onto the insight platform.

- Data all in one place
- Ability to respond to client comments
- Improve customer experience
- Export results and benchmarks

call-Focus

call-Focus is a mystery telephone service helping you to monitor, measure and improve customer experience. Calls are made 2-3 times a year, all calls are recorded and results are uploaded to your dedicated insight platform.

visit-Focus

visit-Focus is a mystery shop service helping you to monitor, measure and improve customer experience. Visits are done 3-4 times within 12 months and the results are displayed inside your insight platform.



Insight Platform

staff-Focus

Staff will deliver great customer service if they are trained, valued and well motivated. staff-Focus is the survey to determine the satisfaction of your staff with anonymous and live comments.



email-Focus

email-Focus is a mystery email service designed to compliment our visit-Focus and call-Focus by reporting back on the speed and quality of the email response. All results are uploaded onto the insight platform.

All services can be purchased individually or as a collective. Services from as little as £30 per month. Contact milvagudiosi@insightplatform.com

ce-Focus

Customer Experience surveys are a fantastic option to measure specific questions you may have for your customers. These surveys could include member satisfaction surveys, leavers surveys or can be tailored to your centre needs.

Right Directions

quality and safety

 **Leisure-net**
Solutions Ltd