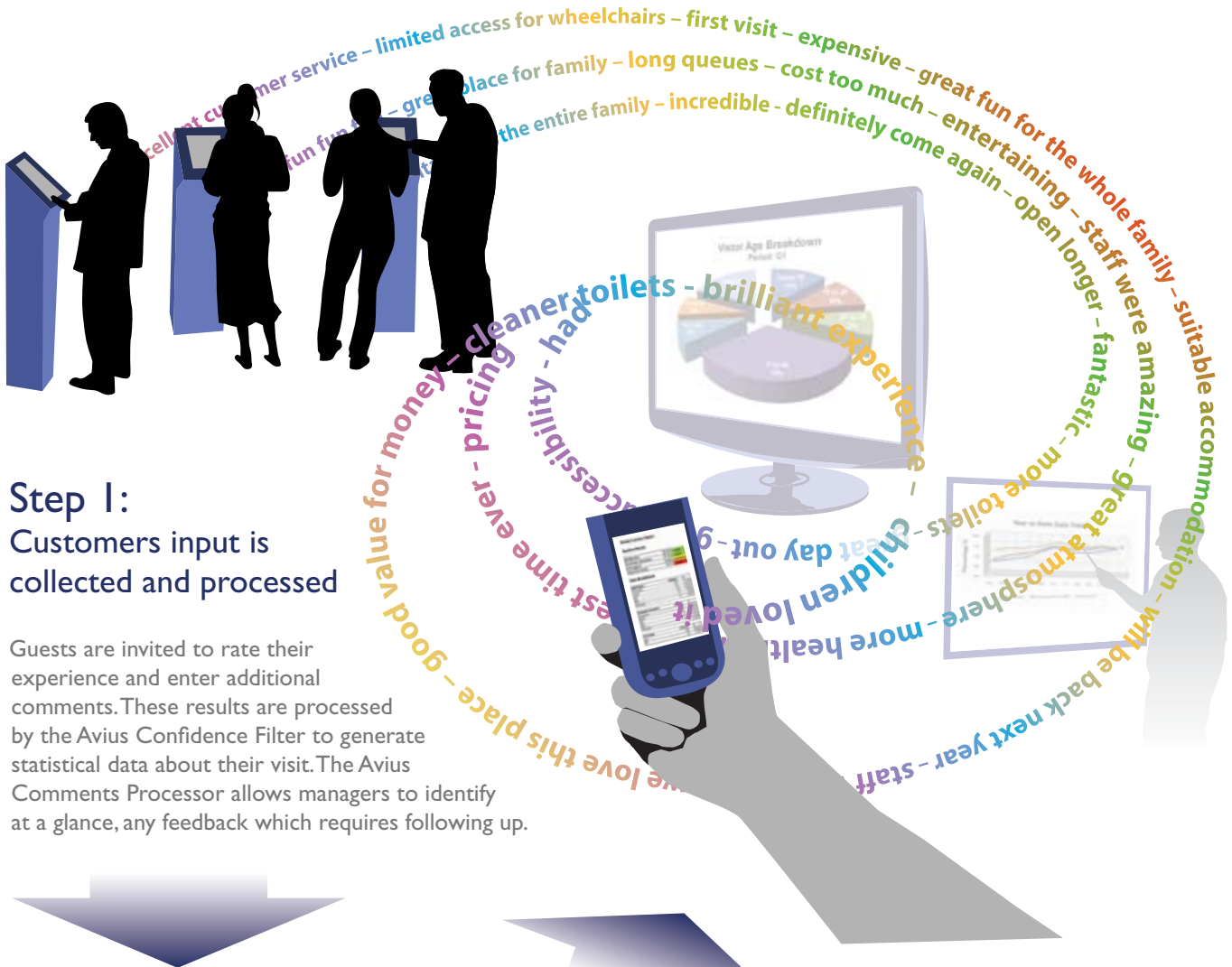# Avius insight

## ...know your customer

# Avius Insight is an electronic customer survey solution

- ✅ Live website, reporting real-time results
- ✅ Multi-lingual survey
- ✅ Data capture tool
- ✅ Fully weatherproof
- ✅ Screen viewable in sunlight
- ✅ Fully customisable graphics to fit site branding
- ✅ Advertising opportunities
- ✅ Customised audio / visual experience for the customer
- ✅ Avius Insight Confidence Filter
- ✅ Web interface to create, delete and edit questions
- ✅ Trend tracking of results to measure site progress
- ✅ Ability to be maintained and updated remotely
- ✅ Integrates with existing ticketing systems for customer identification

Portable, freestanding, wall-mountable and reduced height units are available

## Step 1:
### Customers input is collected and processed

Guests are invited to rate their experience and enter additional comments. These results are processed by the Avius Confidence Filter to generate statistical data about their visit. The Avius Comments Processor allows managers to identify at a glance, any feedback which requires following up.

## Step 2: The data is sent instantly to your PC, laptop or mobile phone

Avius Insight reports can be viewed and downloaded on to PC's, Macs and mobile phones including; Windows Mobile and Blackberry devices. This data can be streamed in real time, providing key performance indicator (KPI) information straight to a manager's fingertips, whilst on site or on the move.

With an average of over 500 surveys per site, per week, Avius Insight allows you to capture massive amounts of accurate feedback and fine tune your services to achieve ultimate customer satisfaction.

*Avius insight*
*...know your customer*

"The team from Avius Experience provided us with our own customised solution. The user friendly software makes my reporting duties far simpler and allows me to spend more time on other tasks."

*Dominic Wong - Consumer Insight and e-Marketing Manager, Madame Tussauds*

# Avius insight

## ...know your customer

### Avius Insight allows you to close the loop on customer feedback

Every completed survey is automatically sent to a central results server. With a single click of a button these results can be viewed in real-time, allowing you to analyse data reports over various time periods e.g. hourly, daily, weekly etc. Unlike traditional survey methods, the data from Avius Insight is ready to be evaluated immediately after a guest has completed the survey. Results can be viewed in a variety of formats including; DOC, PDF, XLS, TXT, CSV and many more.

Avius Experience have developed a unique survey confidence filter which helps to detect and isolate misused surveys. This filter looks at a variety of properties of the completed survey to assess whether the result should be included in the report. This filter has been developed to help keep the results from Avius Insight reliable and fair.

*Great value for money!*

*Baby facilities could have been a little better...*

*The rides were AWESOME!*

# Quick facts about Avius Insight

- Instant feedback from guests with no processing time, viewable through a secure results website
- Remote assistance to all Avius Insight kiosks allows updates to be applied without a site visit
- Over 500 surveys per site, per week average with around 3% customer penetration
- Currently operating across Europe, the Middle East, Africa and North America
- Customers enjoy using Avius Insight due to extensive usability testing
- Ability to capture massive amounts of opt-in customer information
- Professional installation team ensure ideal location
- Branding customised to your requirements
- Can be used as a powerful advertising tool
- Vandal and weatherproof kiosk design
- Multi-lingual interface

*...know your customer*

# Additional hardware options

- Reduced height kiosks for children and disabled customers
- RF-ID or Barcode scanners to read guest tickets
- Voucher or discount coupon printer
- Biometric scanner
- Webcams

# Some of our current customers

Avius Experience Ltd is an established software development company based in Bournemouth, England. We pride ourselves on providing our customers with tailored solutions which exceed their expectations.