



Happy customers bring their friends next time

Get Smart's Survey Science design for **Customer Experience** delivers key customer insights from a professional, research-backed, survey design.

- ✓ Expert-crafted survey design done-for-you – not DIY
- ✓ Easy to digest, insightful reports to your inbox
- ✓ Reliable results for confident decision making

Find out how Get Smart might work for you

✉ info@getsmartglobal.com ☎ +64 4 499 2210

What will I learn from Get Smart Customer Experience Insights?

Understand your customer's

- ✓ Brand choice decisions
- ✓ Experience highlights
- ✓ Experience improvement opportunities
- ✓ Overall satisfaction
- ✓ Value for money assessment

Plus understand

- ✓ Your Net Promoter Score© (NPS)
- ✓ Customer Loyalty
- ✓ Customer Profile

Available on-demand feedback add-ons

- + Post-Onboarding Customer Experience
- + Post-Event Customer Experience



Starter

from **\$1,782** annually (Save 10%)
or **\$165** monthly

Experience engagement for small audiences
& first-time feedback programs.

- Customer Experience Survey Science Design
- Insights Network Core Benchmarking
- Your branding
- Automatic respondent reminders
- Standard reports

Essentials

from **\$4,806** annually (Save 10%)
or **\$445** monthly

Experience insights with industry specific questions,
benchmarking & on-demand feedback inclusions.

- Expert-crafted industry specific questions
- Confidential industry segmented benchmarking
- Custom questions
- Smart Route Instant Answer Alerts
- One on-demand feedback add-on

Pro

from **\$9,126** annually (Save 10%)
or **\$845** monthly

For organisations ready to scale their experience
engagement strategy.

- Larger respondent audience
- Higher annual send volume
- All on-demand feedback add-ons
- Report Builder access
- API license included

Pricing shown is NZD and excludes GST. All plans are an annual subscription paid in 12 monthly payments or as a one off annual fee. Pricing valid until 31st March 2026.

Industry Insights Options

Available on Essentials and Pro Plans

Get Smart Industry Insights takes Get Smart's core Customer Experience Insights product and supercharges it with specific questions and industry segmented benchmarking of key metrics for:

- + Visitor Activity Operators
- + Food & Beverage Outlets
- + Performing Arts

Available Add-Ons

Need more? Chat with us about available add-ons or we can discuss a completely customised solution to meet your requirements.

- + Additional custom questions
- + Options for multi-location organisations
- + Research Analyst review & commentary



An Angus & Associates Ltd Brand

Experience Excellence

www.getsmartglobal.com