



## 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](mailto: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](http://www.getsmartglobal.com)