

**HOW DO YOU RATE
OUR SERVICE TODAY?**



Turn group feedback
into actionable insights



ExpressPod™

OMBEA Insights™



Feedback Buttons for
Customer Experience Management

WHAT CAN WE IMPROVE?

- (A) : Store layout
- (B) : Product selection
- (C) : Friendliness
- (D) : Cleanliness
- (E) : Checkout waiting time

Surveys by feedback
you can understand it right



A B C D E

ExpressPod™

Expect More Feedback

The ExpressPod is perfectly designed for one job: collecting as much feedback as possible from the people that matter, wherever they are.

With a clear and friendly appearance, it is instantaneous to use. Place an ExpressPod at every key touchpoint and you can expect a huge increase in feedback as 30% or more of passers-by can't help but express their thoughts with the universal smiley buttons.

Would you recommend us to a friend?



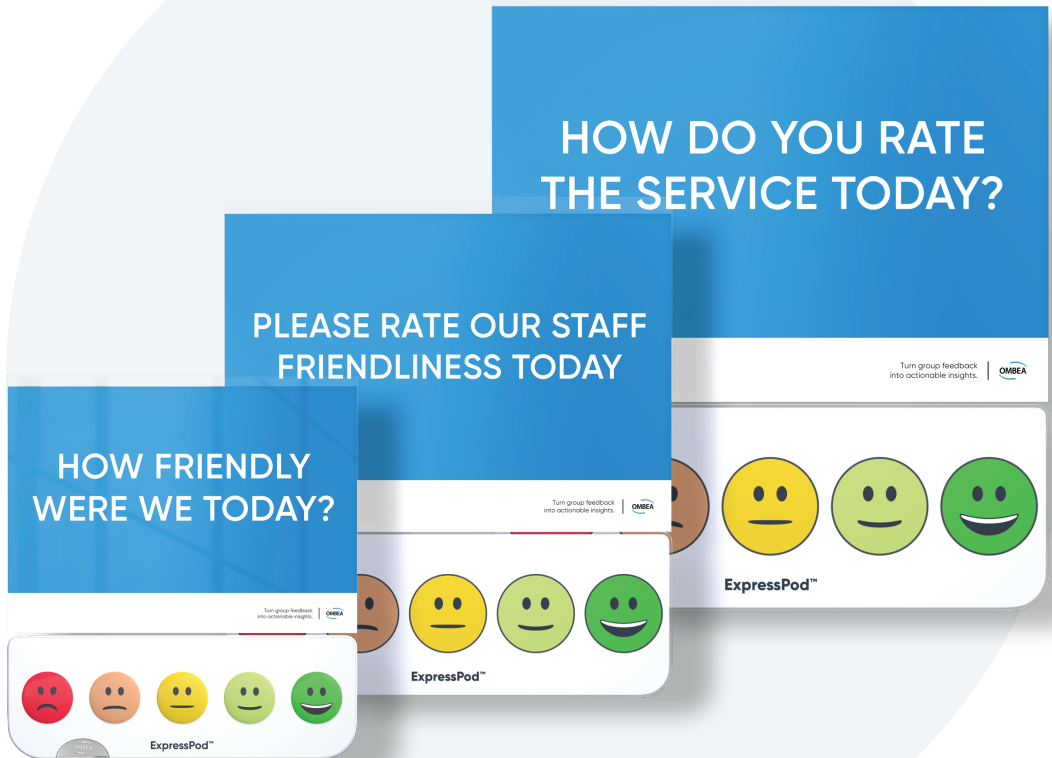
Turn group feedback
into actionable insights



ExpressPod™

Smarter at Every Size

ExpressPods are smarter than you think. With 5 buttons they deliver a more accurate feedback scale, and they become even smarter if you scale up. They are available in a variety of sizes so you can mix them up and place them in multiple locations for expanded insights.



20x More
Feedback



Smiley Mode



Multiple-choice
Mode



Brandable



Smart Tamper
Prevention



3-year Battery
Life



1-minute
Installation



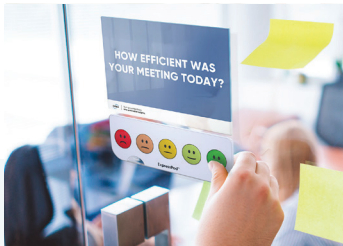
Embedded GSM



Global Coverage



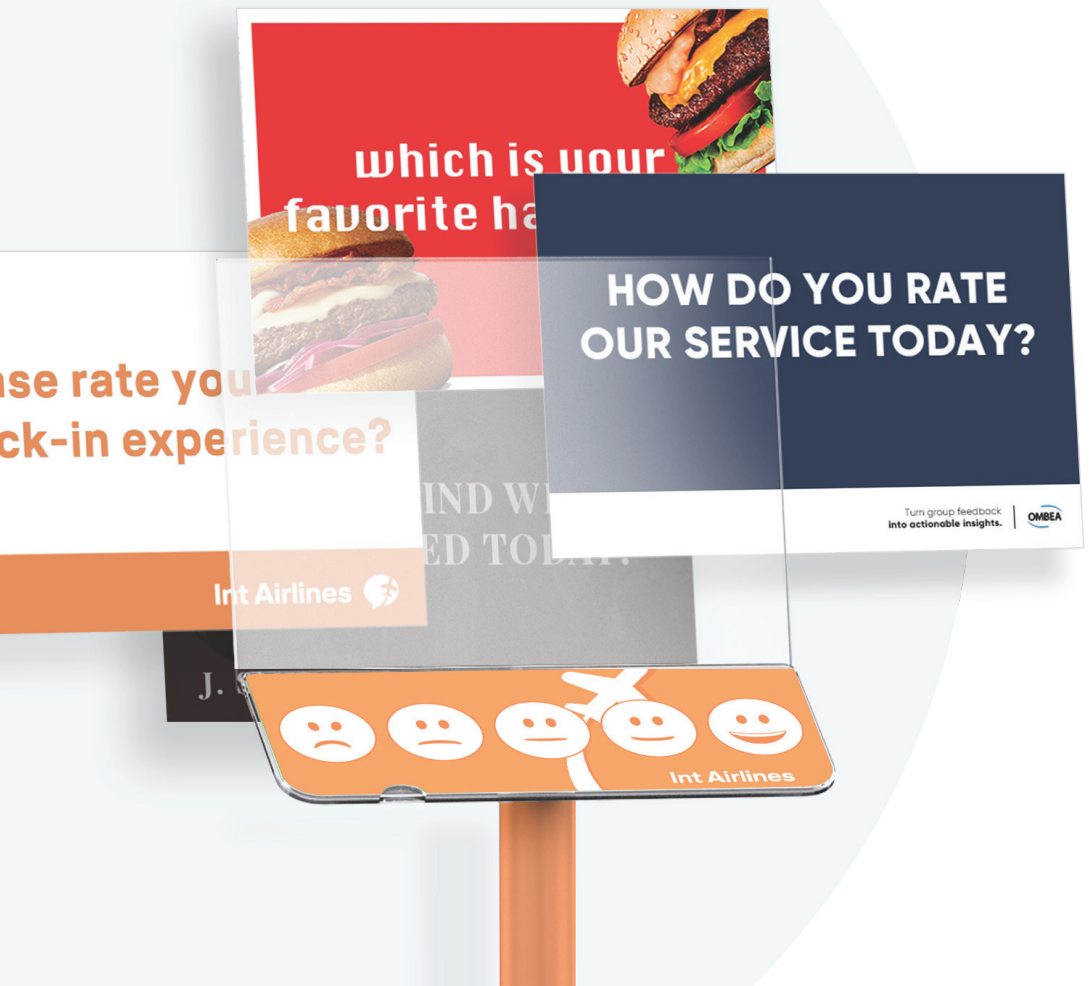
Service Included



A Million Possibilities

OMBEA ExpressPods are completely brandable. No matter what the ambient design of your environment, you can make your ExpressPods match.

What will yours look like?





Capture More Depth

The Insights survey stream captures even more depth from the customer through a full survey.

Instead of relying on clumsy, disruptive, and high-maintenance tablets, it makes use of the customer's own smartphone. They can either visit your custom-branded .feedback domain or touch their phone to the smart NFC chip on the ExpressPod frame. Either way, they'll be taken directly to the survey specific to their current location.

The survey stream is a great complement for the ExpressPod, generating directly actionable insights in real-time.



Geo-Location



.feedback
URL



QR Code
Support



Mobile Friendly

Act Smarter Than Your Competition

Imagine having your own super-clever assistant, tirelessly monitoring all the feedback from every ExpressPod and every survey, motivating your staff and reporting back only the most relevant action points for individual attention.

Say hello to OMBEA Insights™: your new experience management adviser.

OMBEA Insights automates the complex analytics and turns feedback into prioritized to-do lists that no human could ever do.



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Smart alerts will then let you know if something needs your attention right there and now. Stay ahead of the competition by maximizing the use of your time - OMBEA Insights spell everything out in a format that anyone can understand and present.

**Well
done!**



Your customer satisfaction
index has **GROWN BY 2%**.
Keep up the good work!

The Tokyo store is **FALLING
BEHIND**. Take action now.

**Next
priority**



Improve waiting time at the
London store between
10am and 11am on Sundays.

Alert!



The customer satisfaction
in the self-checkout area
has just dropped at the
Birmingham store.



Unlimited
Accounts



Easy Admin



Trend Spotter



Location
Comparison



Date and Time
Comparison



Digital Signage
Mode



Excel Reports



API-ready



Prioritized Actions



Smart Alerts

Trusted by brands
around 80 countries

Global delivery & worldwide coverage

We Want You
to Succeed!

Whether you're a small independent shop or a huge global organization, we want to help you win! To that end we are here to help. We're ready to share a range of expertise and resources that will help you make the most of our journey together. Don't confuse us with consultants though; we won't charge you for merely answering the phone! Think of us instead as your friends. If you succeed, you'll recommend us, and that's how we'll continue to thrive!



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<https://partyheadphones.com>

info@partyheadphones.com

(833) PARTY-HP

(833) 727-8947

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