



Two levels of NPS. Which one's right for you?

Accurate insights from our data experts
Actionable plans from our consultants
Simple truths from your customers



Choose one of our Net Promoter packages to find your score and understand your performance.

On a scale of 0 to 10, how likely is it that you would recommend us to a friend?
Why?
How can we improve?

It doesn't get much simpler than this. Everything you need to deliver stronger loyalty and higher profit is locked inside your customers' answers to these three questions. All our cost-effective, fixed-fee research packages reveal your Net Promoter Score and illuminate the customer truths behind it. Choose the one that meets your needs.

NPSstart

You believe customer insights can drive profits, boost loyalty and reduce churn. You're curious about Net Promoter and want to know your score without investing too much time, money and effort. You need financial metrics and quick wins to build a strong business case for NPS.

WHAT do our customers think about us?

- › This package is a quick and affordable NPS kick-starter
- › Set your customer focus baseline
- › Quick wins and key satisfaction metrics
- › Next steps highlighted

- What you will get**
- › Your Net Promoter Score and top line data analysis
 - › 500-customer sample
 - › Customer verbatims categorised
 - › Summary report including quick wins for immediate implementation
 - › Suggested next steps

€15,000

NPSScope

You have a vision for your business to be more customer-centric and you're ready to invest in NPS. You want reliable data, expert analysis and strategic recommendations to help you prioritise activity. You need to know which parts of the business could do better for customers.

WHY do customers think about us like this?

- › This package provides a comprehensive NPS launchpad
- › Get a broad overview with deep insights
- › Nuanced view of satisfaction drivers
- › Key priorities illuminated

- What you will get**
- › Your Net Promoter Score and deep data analysis
 - › 1000-customer sample
 - › All customer verbatims categorised
 - › Detailed report
 - › Action plan for quick wins and strategic overview

€24,000

WE GIVE YOU MUCH MORE THAN YOUR SCORE

- Data analysis that gives your score context and meaning
- Direct comments from customers on your strengths and weaknesses
- An actionable list of quick wins and next steps

NPStart and NPSScope are part of the Customer Centric Digital Transformation offering of AVAYA. We have combined the knowledge of Futurelab and Avaya, bringing expertise in unified communications and contact centre transformation.

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www.futurelab.net

www.avaya.com

FUTURELAB

Why Futurelab?

Our audits are led by pragmatic NPS experts with extensive 'on-the-ground' experience. Futurelab is Europe's leading customer-centricity consultancy. Our associates have delivered some of the best NPS programmes in Europe. They have learned NPS practice in the trenches of corporate reality.

AVAYA

Engage The Power of We™

Why Avaya?

Avaya's proven contact center and unified communications heritage provides our clients with unique personalized transformational insights in order to succeed.

If you have a contact center in operation or are planning to enhance or improve it with a new application or management solution, then we can smooth your operational planning to help you achieve your business objectives.

We will be able to provide benefits that include:

1. Prioritized business roadmap
2. Quantified improvement opportunities
3. Digital Customer Journey
4. Benchmark and baselines compared against industry peers

Book your NPS Survey NOW

For more information

To find out how to get started, please talk to your Avaya Client Executive or Authorized Business Partner. For additional questions please call, email or visit us at www.avaya.com.



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