

SMOKE



PRODUCT BROCHURE
Research
and Insights
Reporting

Do more with the data you collect through Smoke
Customer Intelligence's Advanced Analytics and
Reporting Services

www.smokeci.com



Spend More Time Achieving Your Goals, & Less Time on Reporting

At Smoke Customer Intelligence, we believe people matter and that your time and effort should be spent actioning your goals, not writing reports. Along with our native reporting available inside of Eyerys, we've developed advanced analytics and insights reporting services, which empower businesses with comprehensive and actionable insights into their customer experience (CX) and voice of customer (VoC) data. These tailored reports—ranging from monthly metrics to bespoke studies—deliver deep, data-driven insights, helping you make informed decisions to enhance customer satisfaction and drive business growth.

What You Get:

Our in-depth reports are packed with insight and action items that you can use to elevate your Voice of the Employee and Voice of the Customer programmes and meet your customer insights goals. You select the type of reporting you need, the depth of the custom reporting you require, we do the rest.

Monthly Reports:

Track key metrics and trends in regular reports on a monthly (or quarterly) basis.

Includes:

- A metrics report with some actionable insight,
- Available in: PowerPoint, Word, PDF or Excel.
- Note: You may substitute reports with a PowerBI Solution.

Power BI Reporting

- Experience real-time data visibility with our live, bespoke BI dashboards, providing continuous access to up-to-the-minute insights.

Programme Insights:

Receive strategic analysis of quarterly performance, perfect for presentations to stakeholders.

Includes:

- A full report,
- Raw data, and
- A presentation slide deck.



Voice of Employee Reports:

Understand and improve employee engagement with our bi-annual reports, offering detailed analysis by demographics.

Includes:

- Anonymised raw data,
- A full report, and
- A presentation slide deck.
- Senior Smoke^{CI} staff will present this report to your team.



Bespoke Once-Off Studies:

Tackle business problems head on by getting in-sight rich reporting on your bespoke studies. We partner with you to unpack findings and help identify themes.

Includes:

- Fully customisable reporting
- A full report, and
- A presentation slide deck.
- Senior Smoke^{CI} staff will present this report to your team.

Why Choose Smoke^{CI}?

Smoke^{CI} makes reporting easy! Unlock the power of insight and deep understanding with our advanced analytics and insight reporting services.



Comprehensive Reporting Solutions:

Smoke^{CI} offers a wide range of reporting options, from monthly metrics to bespoke one-off studies, ensuring that businesses of all sizes and needs can find a solution that fits their requirements.



Expert Insights and Recommendations:

Each report comes with detailed insights and actionable recommendations from Smoke^{CI}'s team of experts, providing an independent perspective that enhances credibility and helps drive strategic decisions.



Customisable and Flexible Delivery:

Reports are available in various formats, including PowerPoint, PDF, Word, and Excel, and can be tailored to match the client's corporate branding or Smoke^{CI}'s professional templates, ensuring seamless integration into existing workflows.



Augmented Real-Time Reporting:

For clients needing up-to-the-minute insights in a bespoke way, Smoke^{CI}'s PowerBI reporting offers live, bespoke dashboards that illustrate real-time survey scores and metrics, providing continuous visibility into key performance indicators. Add on your organisational party data to take your insight to the next level. We integrate your data into our reporting to maximise value.



Tailored for High Response Rates and Lower Response Scenarios:

Whether clients have high response rates needing detailed monthly reports or lower response rates benefiting from quarterly insights, Smoke^{CI} provides solutions that deliver meaningful and robust analyses.



Professional Analysis:

Smoke^{CI}'s approach includes VoC & VoE integration, impact analyses, and benchmarking, ensuring that clients receive a comprehensive view of their customer experience landscape. Don't spend money on the data you don't need. By selecting the depth and frequency of the insight you want



Anonymised and Ethical Data Handling:

For Voice of Employee reports, Smoke^{CI} ensures the anonymity of respondents, protecting sensitive information while still delivering valuable insights into employee engagement.



Proven Expertise and Industry Knowledge:

With years of experience in the field, Smoke^{CI} brings deep industry knowledge and proven methodologies to every report, ensuring that clients receive insights that are both relevant and actionable.



Ease and Convenience:

Smoke^{CI}'s reports are designed to be user-friendly and easy to understand, making it simple for clients to quickly grasp key insights and implement recommendations to improve their customer experience.



Strategic Business Partnership:

Smoke^{CI} goes beyond mere reporting by offering presentations and consultations with senior leaders, helping clients understand the broader business context and the impact of their customer experience initiatives.



Ready to Talk?

Trust our professional customer reporting and comprehensive services to take the stress out of your reporting tasks.

Contact us, or connect via socials.

www.smokeci.com



 [Contact us](#)

