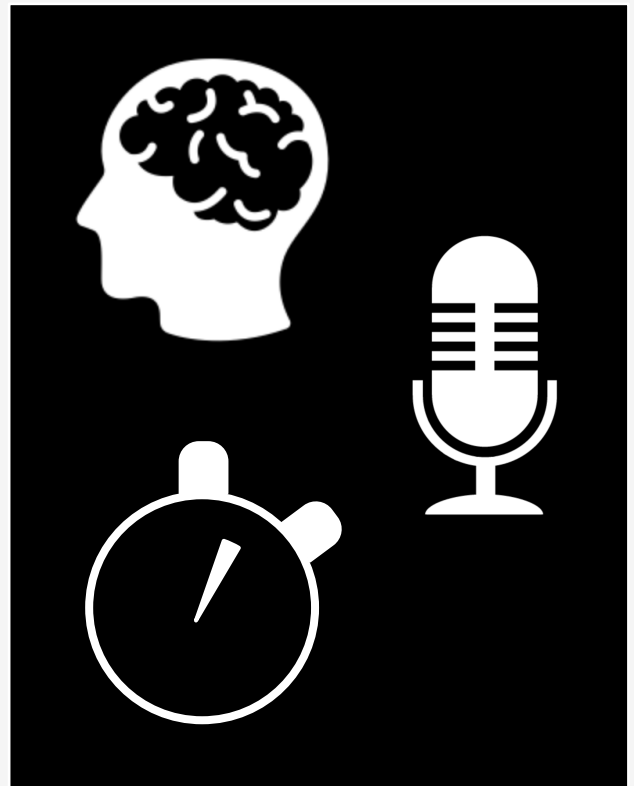


# How can you compare reality with perception?

There's no substitute for collecting first hand data about your business and it's even better if it can be obtained in real-time. Whether you conduct occasional surveys via mystery shoppers and/or invite customers to complete surveys when they visit, Konnect equips you to carry out surveys and collect information on the spot. Issue respondents a unique survey code that allows you to match their feedback pertaining to engagement with your staff and speed of service with quantitative measurements, including optional recognition of key service and merchandising-related words spoken by your staff, gathered by Konnect's sensors at each point of service.

By only allowing surveys to be completed while respondents are onsite, their recall is more complete and results are more precise compared to what they may recall by completing a survey hours, days or even weeks later. And by comparing data collected by Konnect's Queue Management with answers to questions pertaining to how guests rate your speed of service, you can accurately determine their tolerance for waiting so you can optimize your business to meet their expectations for service excellence. Konnect makes it easy, reliable and affordable for every business to conduct surveys on-premise to help create a better experience.

## Qualitative feedback meets quantitative data

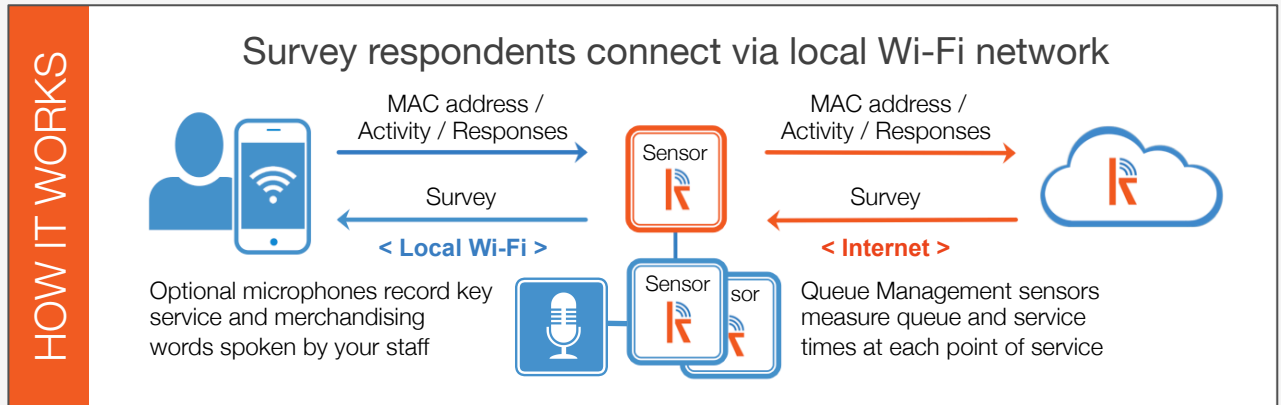


*Konnnect allows you to compare survey responses with data gathered from on-premise sensors and key words spoken by your staff at each point of service.*

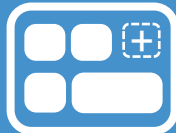
# Get a more accurate view of your business

Konnect measures each survey respondent's perception and reality so you can have greater confidence in the accuracy of the feedback you receive. We collect speed of service data tracked by Konnect's Queue Management as customers progress through each stage of your service delivery. Then we invite them to connect to our local Wi-Fi network and enter a unique survey code issued at the Point of Sale

or other point of service so they can answer questions about speed of service and other aspects of their experience. We enable you to match the actual speed of service experienced by each respondent, along with key service and merchandising words spoken by your staff at each point of service, with their perceptions so you have a valid, accurate record of their overall experience.



*Konnect enables any business to conduct on-premise surveys and obtain more accurate feedback.*



## Wi-Fi Sensor Setup

- Plug in Konnect's 2" square x 1" tall Wi-Fi sensor with USB antenna into AC power or Power Over Ethernet
- Connect sensor to your Internet service via Wi-Fi or Ethernet (multiple sensors can be linked via Wi-Fi)
- Enter a few details online, download content to the sensor and you'll be up and running in minutes

## Manage Surveys and Track Responses

- Update Konnect's sensors with location-specific surveys on demand
- Define key spoken words and phrases to be identified at each point of service
- Dashboard displays survey activity by location
- Receive daily activity email report, download activity on demand or import via API

## Secure Cloud

- Processes and stores customer activity in real-time via secure, scalable cloud
- Remote sensor monitoring
- Remote sensor updating
- Tracks repeat visits across multiple locations
- Detection of mobile devices is unaffected by MAC address randomization

**Try Konnect for free. Visit us at [www.konnectsolutions.com](http://www.konnectsolutions.com).**