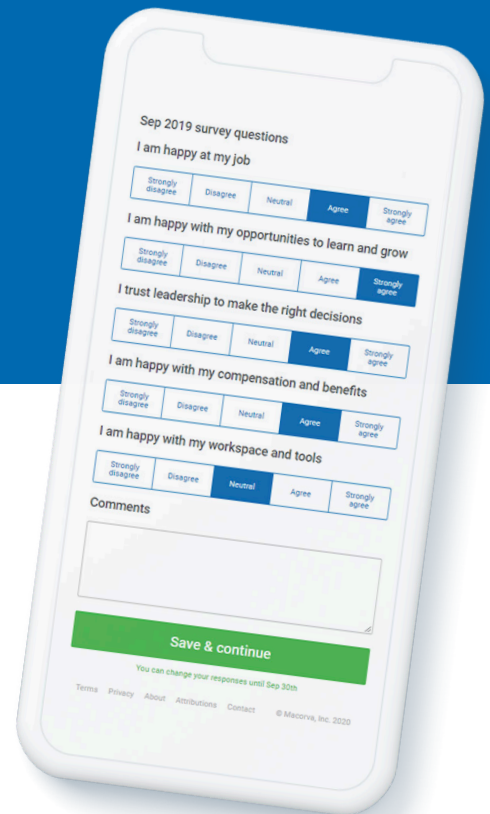


Macorva EX

All-in-one employee experience platform

Mobile-First Surveys

Collect feedback **anytime, any place** with email and SMS notifications and a mobile-first design that engages employees and maximizes response rates.

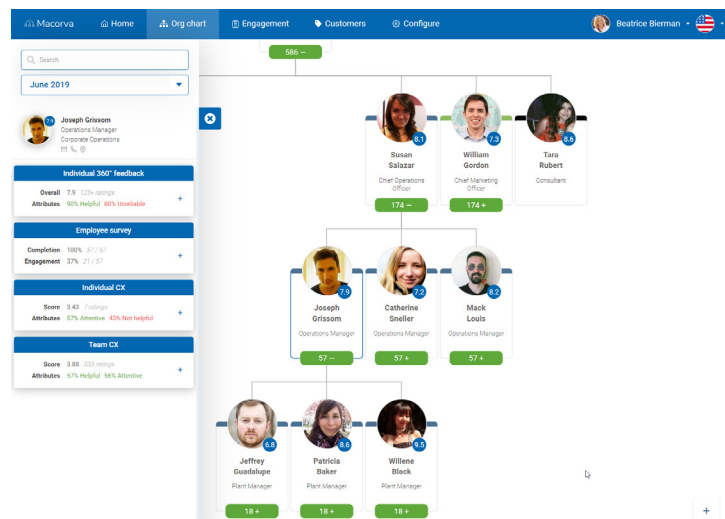


Unlimited 360° Feedback

Empower every employee to give and receive feedback without long forms or biased results. Macorva's tappable, trackable attributes capture specific, actionable feedback for every employee.

Actionable results

Make data-driven decisions to increase engagement, improve manager effectiveness, and develop top talent with results at every level and personalized action planning.



Capture every perspective

Lifecycle Monitoring

Track engagement, satisfaction, and more with automated surveys deployed at set times in the employee lifecycle:



Onboarding

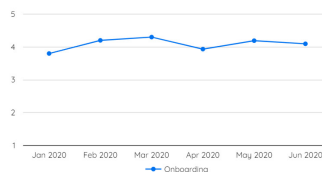


Exit interviews

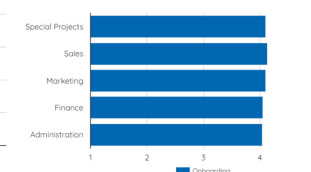


Moments that matter

Onboarding Metrics by Time



Onboarding Metrics by Department

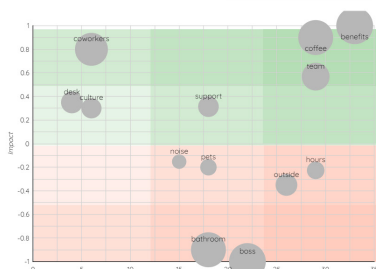


Dept.	Count	Facilities	Interview process	Job	Training	Onboarding
Special Projects	38	4.61	2.89	4.29	3.76	4.11
Sales	45	4.67	2.8	4.27	3.73	4.13
Marketing	29	4.66	2.97	4.38	3.72	4.1
Finance	30	4.7	2.95	4.4	3.75	4.05
Administration	42	4.62	3.07	4.43	3.76	4.05
Grand total	174	4.64	2.93	4.34	3.75	4.09

Trends

Which Subjects Were Mentioned With The Largest Impact?

Subject	Surveys	Impact
benefits	33	100%
coffee	29	90%
coworkers	6	80%
team	29	57%
desk	4	35%
support	18	31%
culture	6	30%
noise	15	-15%
pets	18	-20%
hours	29	-23%
outside	26	-35%
bathroom	18	-90%
boss	22	-100%



AI Text Analysis

Make every comment count with best-in-class AI to identify key subjects, measure sentiment and impact, and segment data for easy investigation into freeform employee feedback.

Simple Implementation

1

Org chart configuration via HRIS integration or CSV upload.

2

Survey design with I/O and data science support team.

3

Collect feedback at any frequency, with no administrative burden.

4

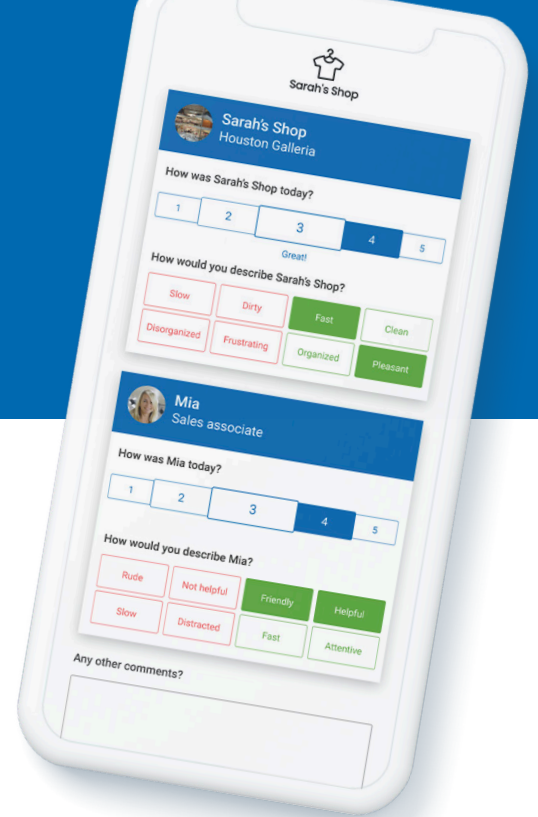
Automated results for every employee and manager.

Macorva CX

Better metrics with surveys people enjoy

After a sales or service experience, Macorva streamlines the feedback process for your customers by **automatically texting them direct links to single-step surveys tailored to their experiences.**

With a few taps, customers provide specific, actionable feedback for you to **measure and track with ease.**



People-focused feedback

1

Macorva surveys **automatically populate** with specific employee information to encourage better feedback.

2

Customers give **feedback on that specific employee** with a rating scale and custom descriptive attributes.

3

Macorva **captures these insights and tracks them** for each employee, department, and location.

What makes us different



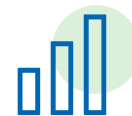
Quicker & easier

No one likes long surveys. We get the specifics you need in less than 10 seconds of your customer's time.



Per employee data

We make feedback measurable and actionable by associating customer experiences with specific employees.



Better CX metrics

We give you the complete picture on how customers are feeling and what each employee can do to improve CX.

Increase sales performance and customer retention

Trend analysis

Macorva automatically converts all feedback into quantifiable data that can be tracked over time and segmented by:

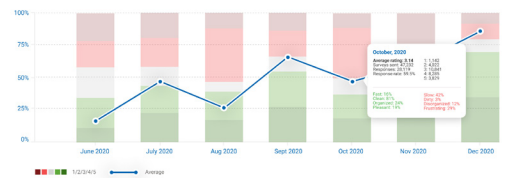


Location

Position

Service

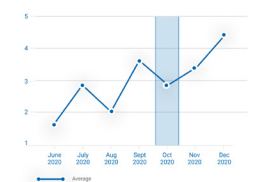
Average CX rating



Average response rate

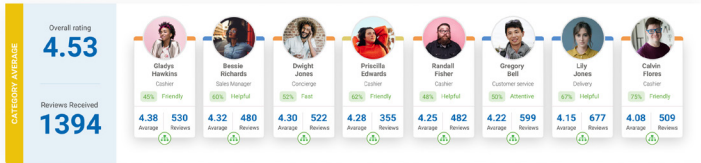


Average employee rating



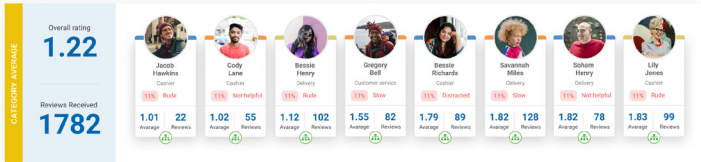
Customer favorites

High customer ratings



Struggling with customers

Low customer ratings



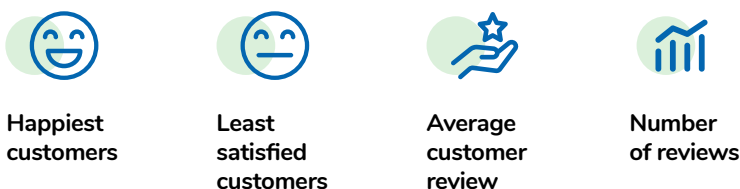
Per employee results

By associating customer reviews with specific employees, Macorva shows the impact of every employee with:

- 1 Highest rated employees
- 2 Lowest rated employees
- 3 Common attributes
- 4 Number of reviews

Customer profiles

Macorva maintains a database of all customer feedback, with visual reports for:



Happiest customers

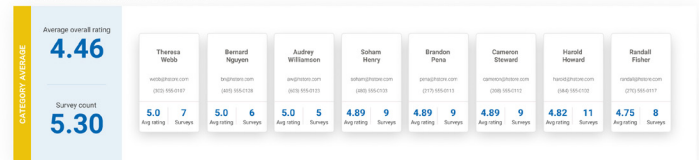
Least satisfied customers

Average customer review

Number of reviews

Happiest customers

Customers left high OVERALL ratings, at least 5 surveys



Least satisfied customers

Customers left low OVERALL ratings

