Espressive

Espressive Barista Conversational Surveys

Barista Conversational Surveys, available with Espressive Barista, are the first AI-based surveys designed to inform decision making while triggering actions in real time. These interactive surveys are often deployed to get an ongoing pulse of employee sentiment related to any type of change. Whether deploying new technology or making decisions related to bringing employees back to work after a crisis, Barista Conversational Surveys help ensure your employees will be happy and productive while you save valuable budget dollars with data driven decisions. You can view a demo of Barista Conversational Surveys here.

Employee Experience

While traditional surveys are sufficient for gathering answers to a set of questions for analysis, Barista Conversational Surveys are dynamic and interactive with employees, mimicking a conversation and ending with a specific action, leaving employees with the sense that they have been heard. They are also designed to be brief and timely, so that employees are much more likely to engage in them in the moment.

The experience with Barista Conversational Survey is that employees feel they are part of a conversation, rather than taking a survey. Employees will receive a push notification, alerting them to take the survey, either through their smart phones, email, or through a collaboration tool such as Slack or Microsoft Teams. From the notification, they are taken to the Barista app, where they will answer the initial question. This will trigger a subsequent flow, with Barista responding depending on each response.

Barista Conversational Surveys end by offering options that will lead to different actions. For instance, if the survey is used to gauge employee readiness regarding returning to the office after a work from home mandate, an employee might express they are feeling anxious about returning to the office. In that case, Barista can immediately connect them to counseling services or trigger other appropriate actions, such as having desks cleaned, without them ever having to leave the initial conversation.

Ease of Creation

Barista Conversational Surveys utilize the existing announcement capability within Barista and creating one is easy with our mobile friendly user interface (UI). While you can choose to only collect data, the power of conversational surveys is that they can be dynamic and trigger specific actions.

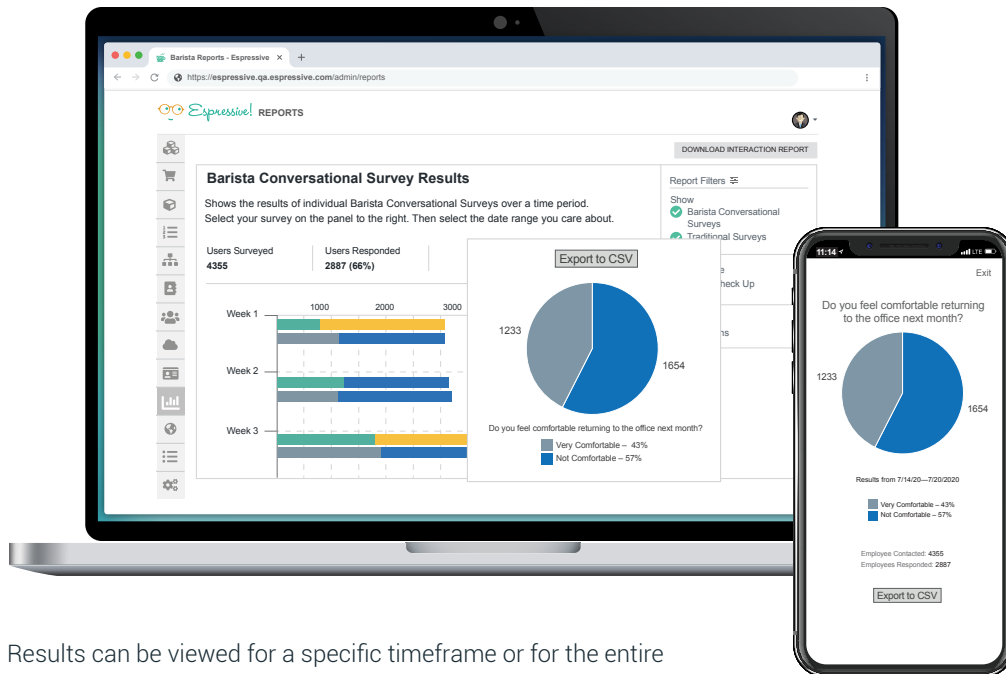Survey creation follows similar steps to creating announcements:
1) Define the title and summary, select graphics, and choose the wording for options
2) Schedule to be immediate, recurring, or for a future date
3) Define the audience based on location, department, and/or job role

Once published, the targeted audience will be notified at the time and date specified.
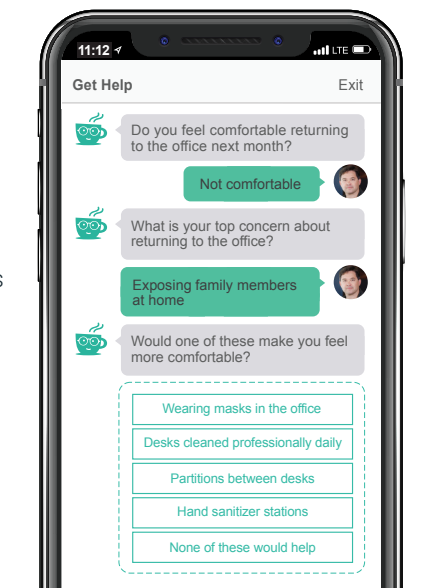
Real-time Reporting

After a survey has been published, results can be viewed in real-time from any smartphone or mobile device. Barista Conversational Survey results can be found in the "Reports" section of the Barista app. Anyone assigned administrative rights has access to view the survey results.

Barista Conversational Survey Use Cases:

- Return to office after a crisis
- Deployment of new technology
- Facilitate office closures
- Enterprise wide questions
- Organization changes

Results can be viewed for a specific timeframe or for the entire timespan of the survey. The admin can drill down for additional details by clicking on various sections of the report. Individual data can also be exported for further analysis.

With real-time results, Barista Conversational Surveys can aid with decision making right away, improving workforce productivity during change, achieving higher employee satisfaction scores, and saving valuable budget dollars through data driven decisions.

View a demo of Barista Conversational Surveys here.