



bluepulse

**CONTINUOUS LISTENING PLATFORM
FOR THE EMPLOYEE EXPERIENCE**

The heart of continuous listening.

Why have a continuous listening strategy? Think about it for a moment. Does it make sense to wait six months, or a year even, to gather or give feedback? How can you react quickly to changing situations when there are only pre-determined intervals for your employees to give and receive feedback? It's time for organizations to elevate the employee experience and allow meaningful connections beyond static surveys. With continuous listening, you can engage employees, managers, and administrators and meet everyone in their natural environment - one that is social, instant, and mobile.

The future of connectivity

The way we connect is changing. With so much feedback information flowing through an organization, how do you keep track of it all? It's not just ratings and rankings, but your employees' thoughts, interests, likes, dislikes, and questions from your collaborators. With Bluepulse, the data and responses are leveraged to create meaningful connections amongst your people, whether they are employees or customers. More importantly, you can use that data to make real-time adjustments, showing your people they've been heard.

Connect from hire to retire

Connect with everyone across your organization at every touchpoint throughout their career path. One of the advantages of a continuous listening platform like Bluepulse is that everyone can connect with anyone in an easy manner. The problem with conventional instant messengers or emails is that it's easy to get lost in the message chain if you don't read every single response.

With Bluepulse, it's possible to send out organization-wide messages and interact in real-time with those who respond. By doing so it's possible to act on any issue that may arise and deal with it in-the-moment.

Enhance your digital assets

Bluepulse is a platform that can help you enhance your enterprise assets, including portals, LMS, CRM, and your most popular applications. Bluepulse plugins and listening tools can be integrated where it matters most in your digital space, augmenting the experience for your end-users. More importantly, it allows your organization's people and product leaders to maintain open two-way communication channels when and as needed.

With Bluepulse, you no longer have to make decisions in the blind about your key enterprise IT assets. The right stakeholders within your organization will always have the analytics they need at their fingertips to make life in the digital space better for all.



Figure 1. Employee Journey Analytics

bluepulse

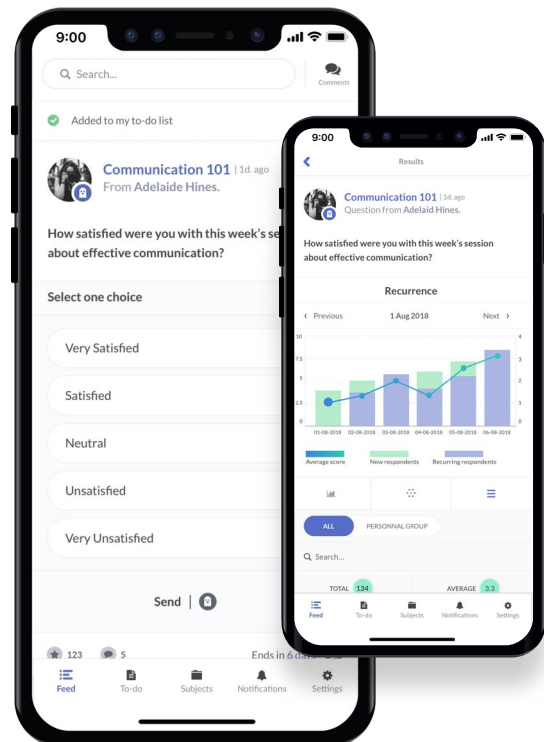
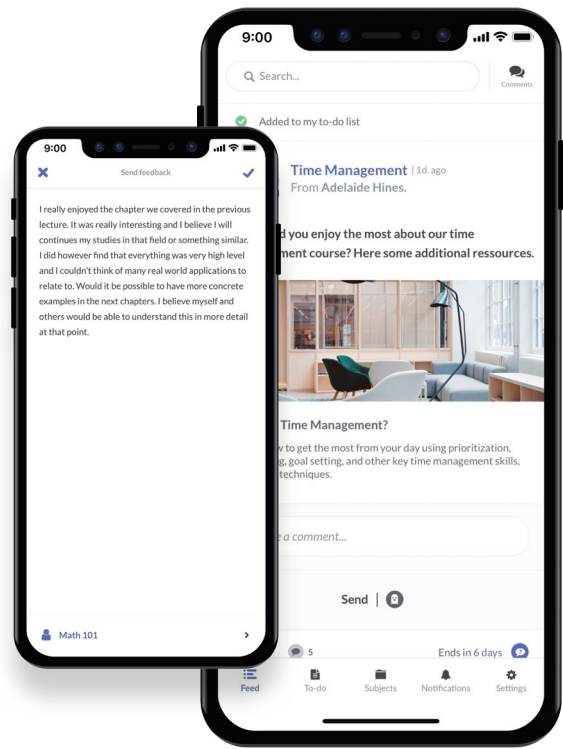
Essence of Bluepulse

Mobile First

Ask questions, view results, follow-up and share instant feedback, straight from the easy to use Bluepulse app.

Social

Lighten the feedback experience by enabling high-level engagement components in Bluepulse (likes, views, discussions, etc.).



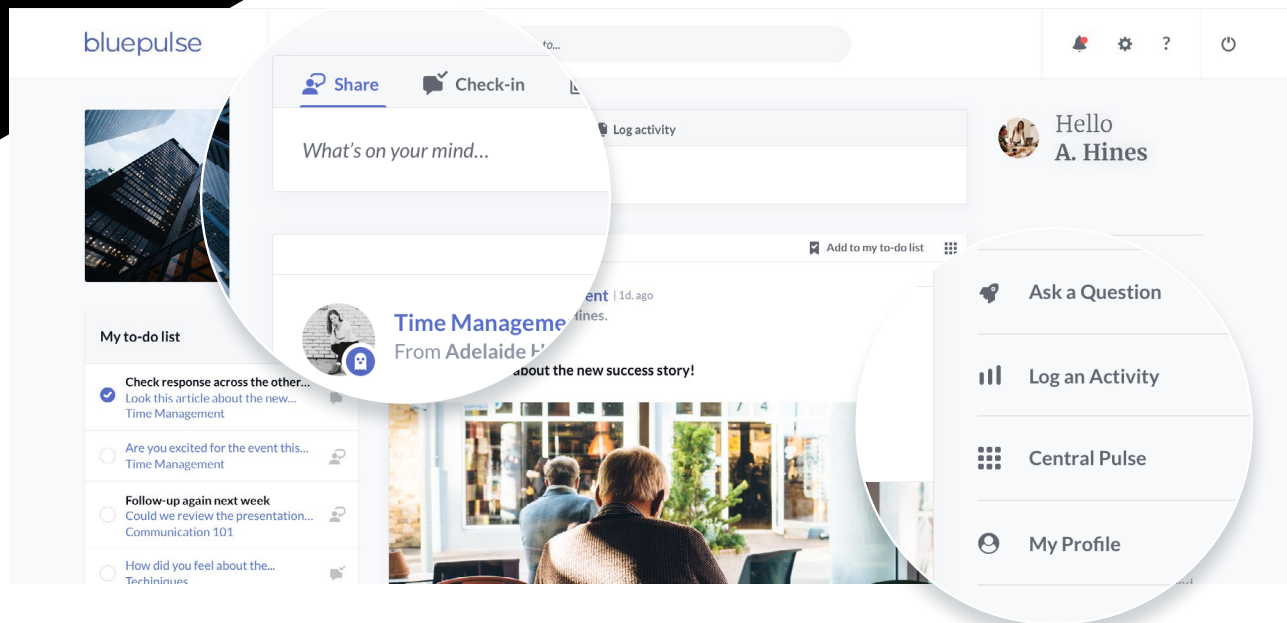
Analytics

Service administrators and managers can track improvement progress and key success indicators of the departments or entire organization.

It's about the little wins

Having a few people win big feels pretty good, right? But how often do those big wins occur? What about everyone else in your organization? All your stakeholders should be able to engage and make improvements, no matter how little. The little improvements are what keep your people moving forward. Yes, big wins are important but with Bluepulse, you won't forget all the little accomplishments in between.

Feature Highlights



Confidentiality

Encourage constructive feedback with Bluepulse's promise of confidentiality in any conversation when it is needed.

Notifications

Reach your stakeholders anytime, anywhere, anyhow with the Bluepulse app, email notifications, and through your LMS or portal.

Share and Discuss

Increase engagement on shared content with the ability for others to leave comments and further interact through discussion channels.

Integration

Leverage your LMS and portal for a fully embedded feedback channel; your SIS, ERP, and CRM for data synchronization and enhanced analytics, as well as top security and confidentiality.

Two-way communication

Open a candid two-way communication channel with your employees and customers about all aspects of their journey with your organization.

Give Feedback

Anyone can give confidential or open feedback about their experience with your services.

Check-ins

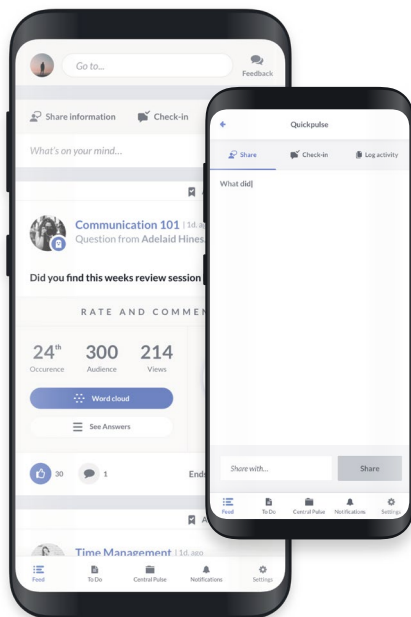
Capture the insights you need to improve customer success, employee professional development, and organizational services by checking in at any time.

Accessibility | W3C

Bluepulse is equivalent experience certified and fully compliant with the latest accessibility standards including WCAG 2.1 (AA).

Inclusion

Give a voice to everyone in your diverse stakeholder population (employees, customers, etc.) through an equal mobile experience and promise of confidentiality.



**Implement active and
continuous listening at your
organization.**



explorance.

Website: www.explorance.com

Contact us: www.explorance.com/contact

