



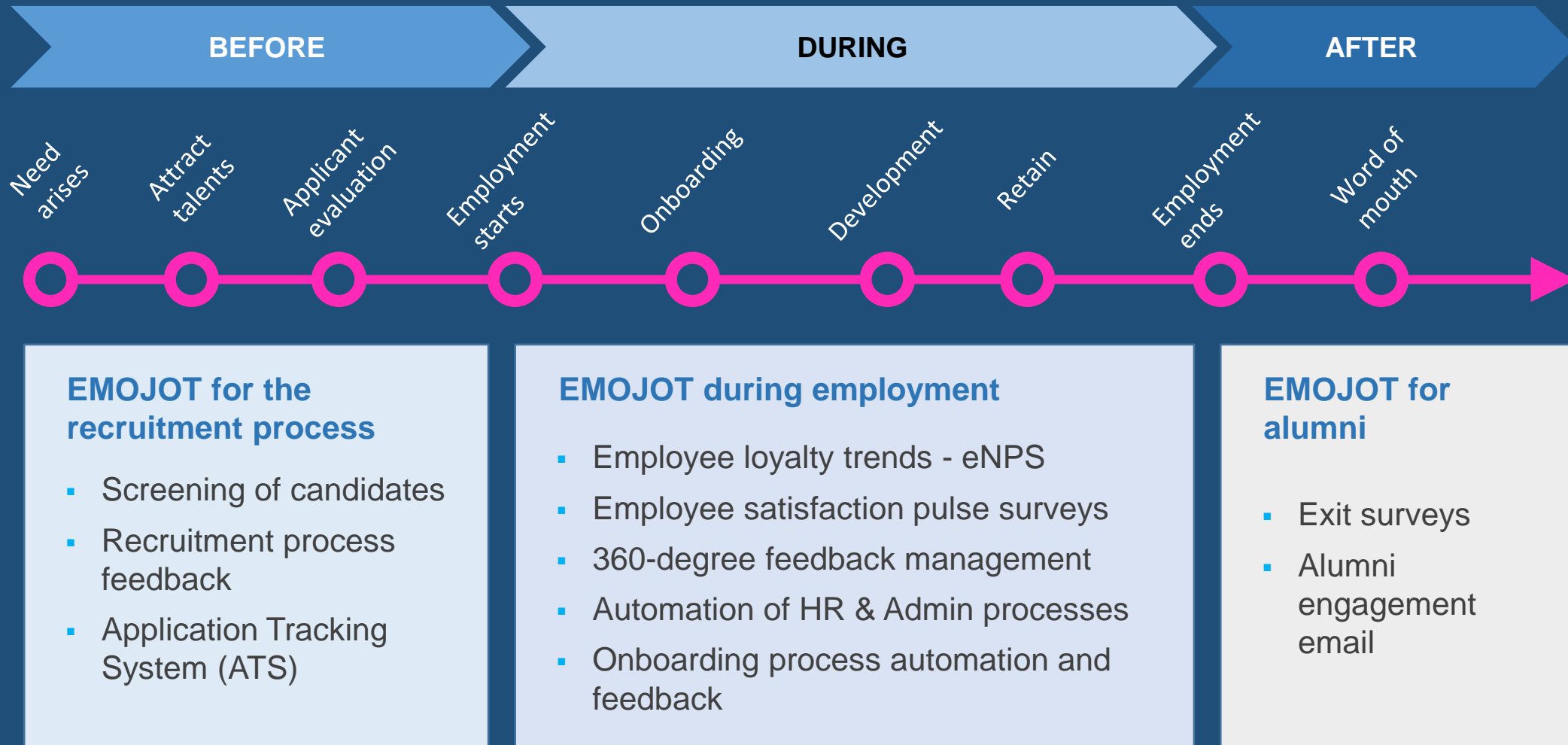
Empowering Businesses with Customer Centricity

Platform for Employee Experience Management
(EXM)



Overview of Emojot EXM

Emojot approach



Selection of employee experience management solutions

- Applicant tracking system (ATS)
- Employee pulse check surveys
- 360-degree feedback management
- Remote team building activities
- Employee complaint management workflows
- Employee development profiling
- COVID-19 risk mitigation
- Work from home (WFM) feedback

Emojot has re-imagined “surveys” with Emotion Sensors™

Innovation

- Unleash branding creativity to deliver appealing respondent experiences
- Fast: Set-up in **hours, not weeks or months**
- Effective: Solves “survey fatigue”
- Intelligent: Context aware and **journey-centric**
- Flexible: Cover **multiple use cases**

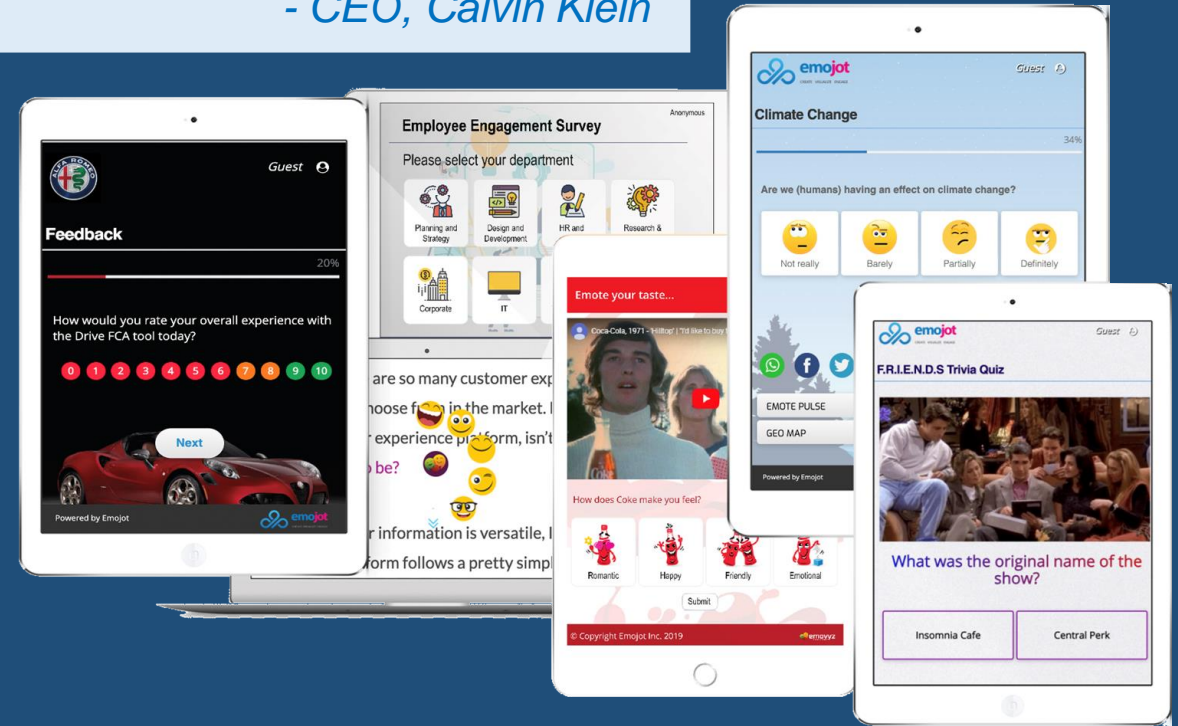
“Emojot is the coolest, easiest, quickest survey I have ever seen!”

- CEO, Calvin Klein



Try me!
Scan with your
smartphone

www.emojot.com/iwd2020



Call



SMS



Social



Chat



Email



Web



Kiosk



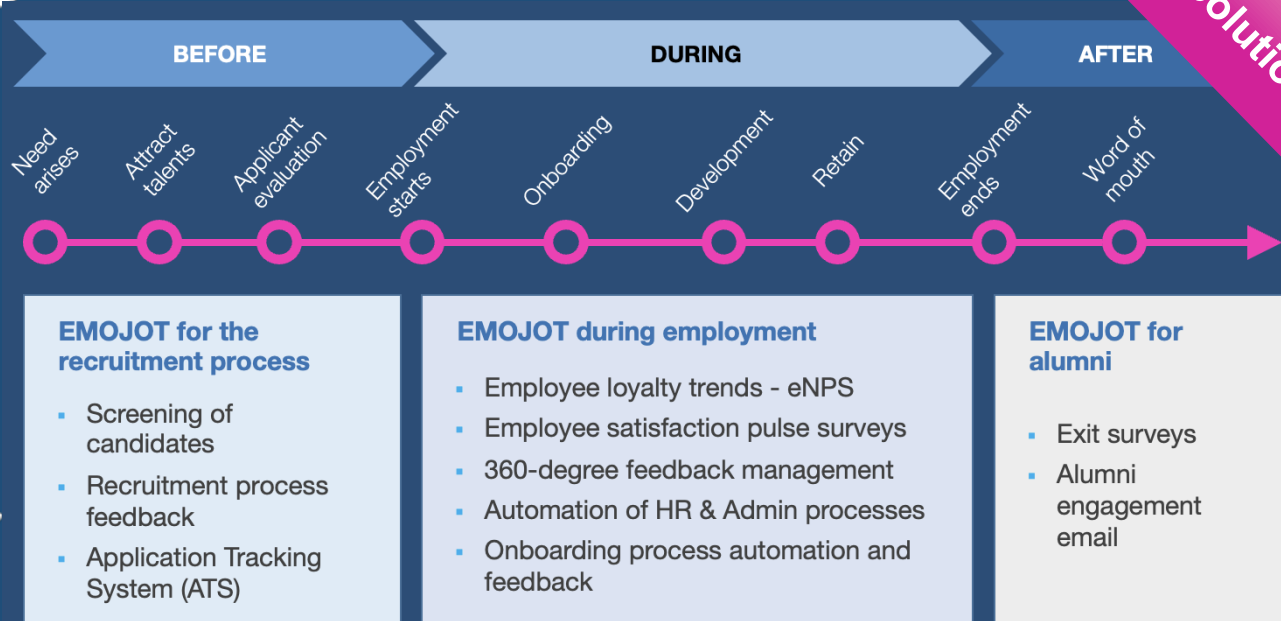
App

EXM Employee Experience Management

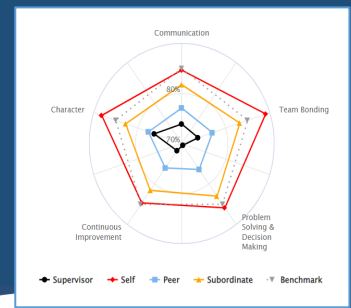
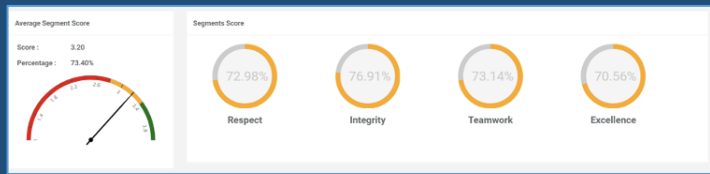
VOE Voice of Employee

WHAT?

- Visually appealing employee pulse surveys with Emotion Sensors™
- Automated 360-degree performance management
- Powerful employee segmentation
- Real-time dynamic alerts
- Sophisticated real-time analytics
- In-built “employee satisfaction” metrics
 - eNPS: loyalty and retention
 - GHQ-12: General mental health measurement

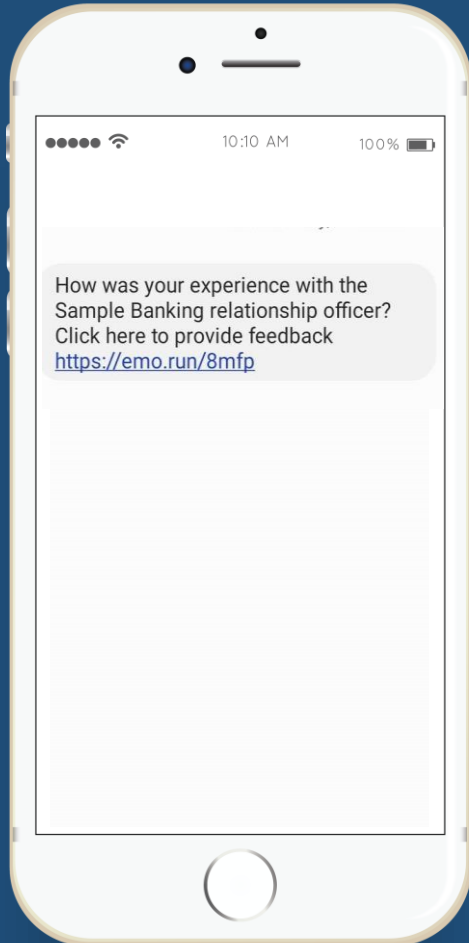


Segment	Self	All Raters	Overall	Gap All Raters vs Self >2	Analysis
Does not depend on the heroics only, instead empowers and provides opportunities for others to develop	3.50	3.17	3.20	-0.33	Blind spot
Unites to outperform competition but not seek a win at any cost	3.25	3.07	3.09	-0.18	Blind spot
Celebrates achievements together with the team	3.00	3.07	3.07	0.07	Hidden strength
Shares best practices to drive outcomes	3.75	3.12	3.18	-0.63	Blind spot
Promotes our culture without working in silos by leveraging cross-functional and cross-SBUs synergies	3.50	3.24	3.27	-0.26	Blind spot
Is frank yet supportive when giving effective feedback	3.75	3.17	3.22	-0.58	Blind spot
Leverages the unique talents and viewpoints of all team members	3.25	3.00	3.02	-0.25	Blind spot
Excellence	3.50	2.99	3.04	-0.51	Blind spot
Learns from mistakes to grow personally and professionally	3.75	3.20	3.24	-0.55	Blind spot
Does not blame others for failures	3.50	2.78	2.84	-0.72	Blind spot



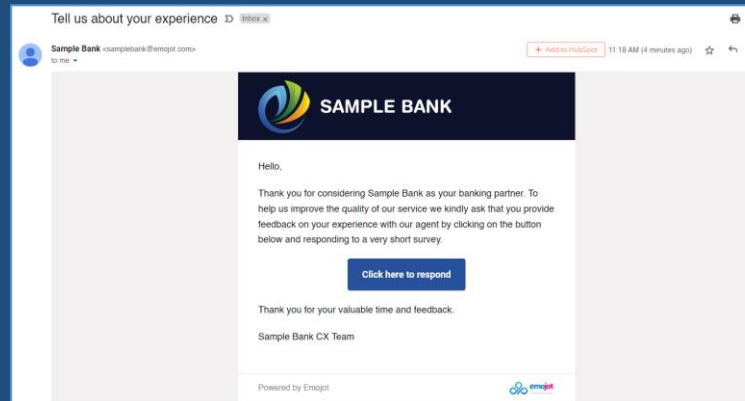
Sample deployment channels

SMS



OR

Email



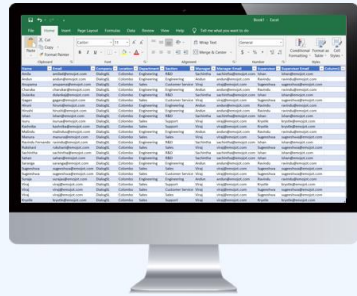
OR

QR code

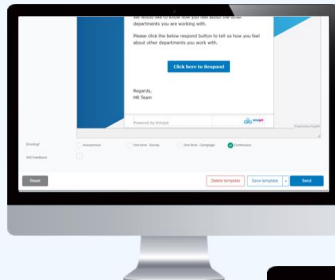


Sample deployment

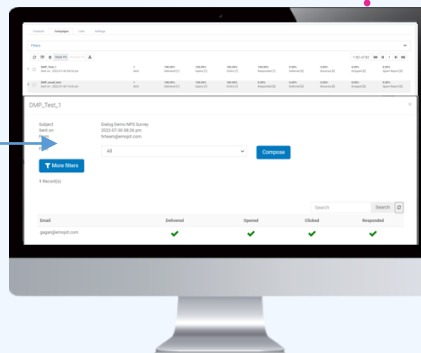
Add employee details



Launch the campaign

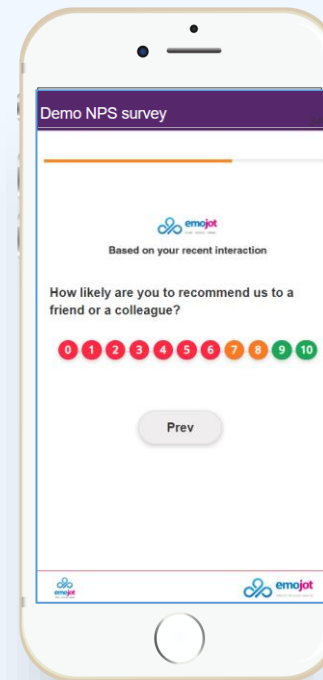


View status

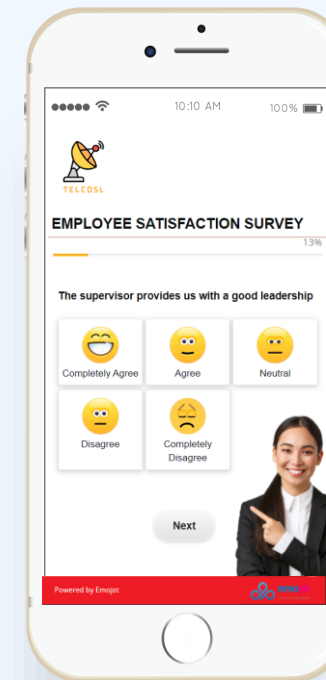


Employees' view

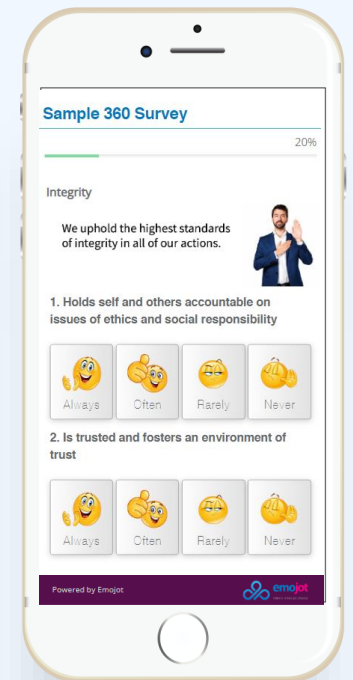
eNPS deployment



Pulse survey



360-degree feedback survey



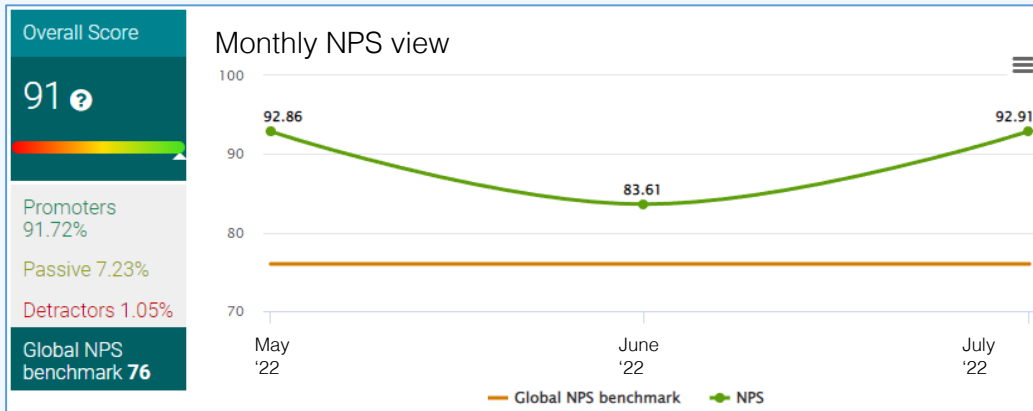
Try me!
Scan with your
smartphone



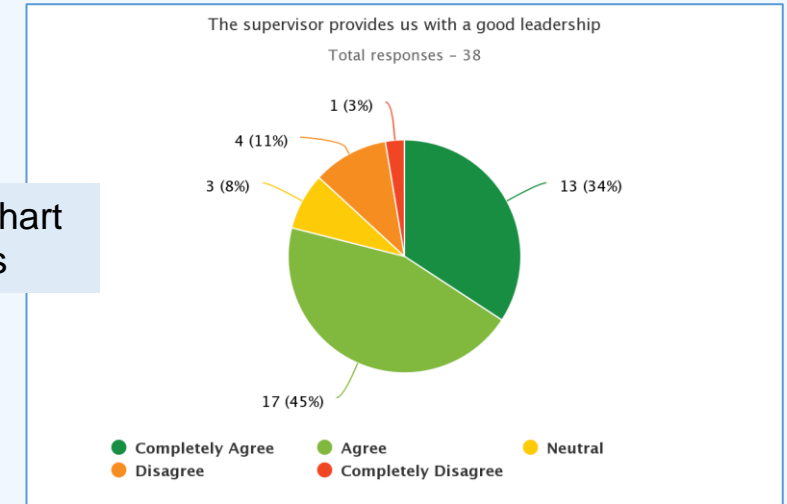
www.emojot.com/sample360

Analytics based on the organizational hierarchy

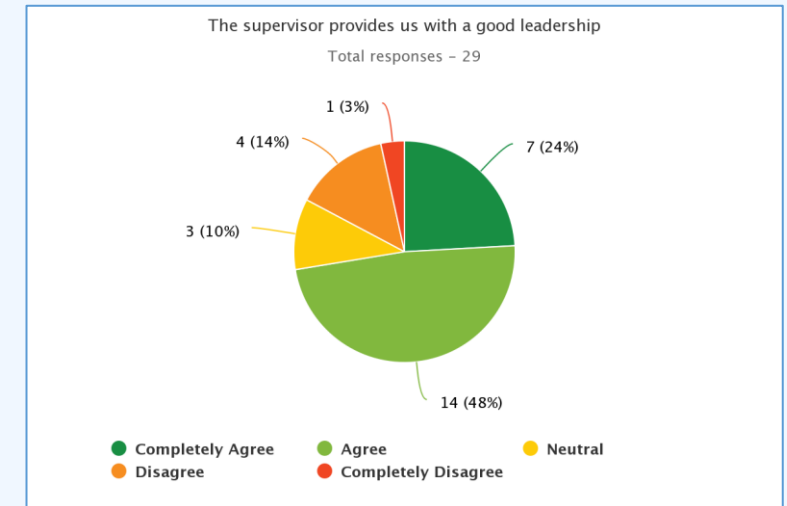
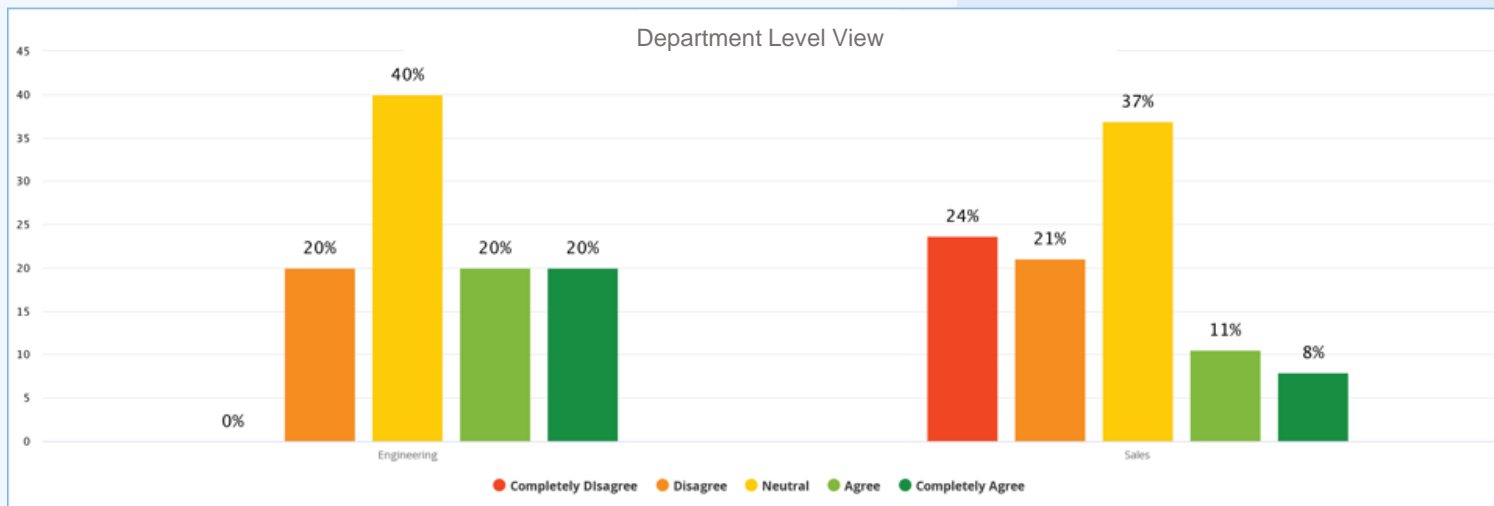
Trend analysis



Pie chart views

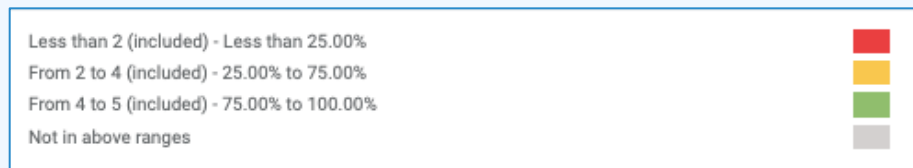
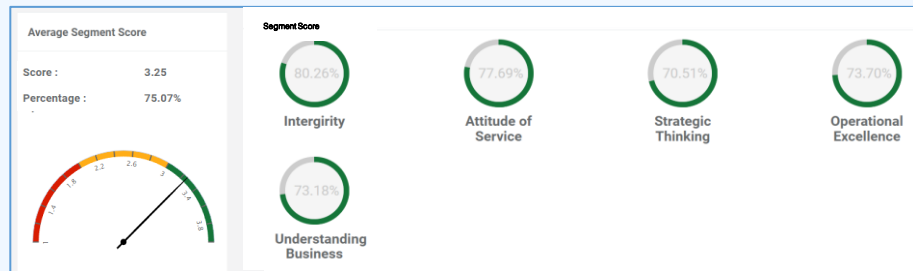


Breakdown based on hierarchy



KPI analysis

Custom KPIs can be defined on the Emojot platform. Assume the KPIs are defined as Integrity, Attitude of Service, Strategic Thinking, Operational Excellence and Understanding Business. Then the KPI analysis can be done based on the organizational hierarchy.



KPI analysis by Department

Segment	Engineering	Sales	Other	Total
Response Count	25	9	1	35
Integrity	3.38	3.41	3.50	3.41
Is trusted and fosters an environment of trust	3.47	3.17	3.00	3.41
Holds self and others accountable on issues of ethics and social responsibility	3.36	3.33	4.00	3.40
Respects differences and similarities; taking the time to understand the viewpoints of others	3.32	3.71	N/A	3.40
Attitude of Service	3.23	3.41	3.50	3.33
Builds a high performance culture focused on delivery and excellence	3.19	2.75	N/A	3.30
Applies knowledge to remove significant barriers to ensure achievement of results	3.28	3.33	3.00	3.30
Generates new ideas, opportunities, and innovations to drive continuous improvement and sustainable growth	3.24	3.78	4.00	3.30
Strategic Thinking	3.08	3.09	2.50	3.12
Identifies and takes advantage of commercial opportunities to maintain a competitive edge	3.16	3.06	N/A	3.14
Deals with immediate challenges day to day without losing focus on the bigger picture	3.13	2.67	2.00	3.07

KPI analysis by age Section

Segment	Engineering	R&D	Sales	Support	Customer care
Response Count	25	17	9	1	52
Integrity	3.38	3.45	3.41	3.50	3.41
Is trusted and fosters an environment of trust	3.47	3.47	3.17	3.00	3.41
Holds self and others accountable on issues of ethics and social responsibility	3.36	3.47	3.33	4.00	3.40
Respects differences and similarities; taking the time to understand the viewpoints of others	3.32	3.40	3.71	N/A	3.40
Attitude of Service	3.23	3.43	3.41	3.50	3.33
Builds a high performance culture focused on delivery and excellence	3.19	2.68	2.75	N/A	3.30
Applies knowledge to remove significant barriers to ensure achievement of results	3.28	3.55	3.33	3.00	3.36
Generates new ideas, opportunities, and innovations to drive continuous improvement and sustainable growth	3.24	3.13	3.78	4.00	3.30
Strategic Thinking	3.08	3.21	3.09	2.50	3.12
Identifies and takes advantage of commercial opportunities to maintain a competitive edge	3.16	3.06	3.06	N/A	3.14
Deals with immediate challenges day to day without losing focus on the bigger picture	3.13	3.21	2.67	2.00	3.07
Translates organisation's mission and strategy into meaningful objectives for teams and individuals	2.95	3.42	3.22	3.00	3.14

KPI analysis by Manager

Segment	Andun	Sachintha	Viraj	Krystle	Sugeshwra
Response Count	25	17	9	1	52
Integrity	3.38	3.45	3.41	3.50	3.41
Is trusted and fosters an environment of trust	3.47	3.47	3.17	3.00	3.41
Holds self and others accountable on issues of ethics and social responsibility	3.36	3.47	3.33	4.00	3.40
Respects differences and similarities; taking the time to understand the viewpoints of others	3.32	3.40	3.71	3.47	3.40
Attitude of Service	3.23	3.43	3.41	3.50	2.75
Builds a high performance culture focused on delivery and excellence	3.19	3.63	2.75	3.71	2.33
Applies knowledge to remove significant barriers to ensure achievement of results	3.28	3.55	3.33	3.00	3.36
Generates new ideas, opportunities, and innovations to drive continuous improvement and sustainable growth	3.24	3.13	3.78	4.00	3.30
Strategic Thinking	3.08	3.21	3.09	2.50	3.12
Identifies and takes advantage of commercial opportunities to maintain a competitive edge	3.16	3.06	3.06	3.47	3.14
Deals with immediate challenges day to day without losing focus on the bigger picture	3.13	3.21	2.67	3.33	3.07

Employee journey analysis



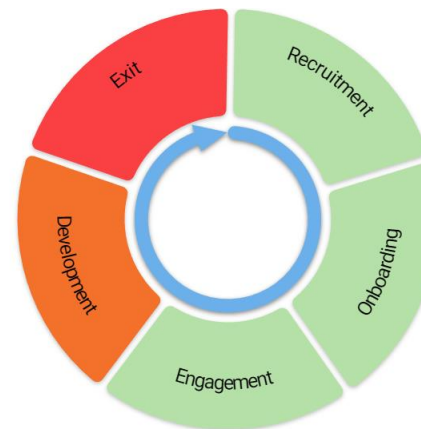
Sensor responses are reflected in the touchpoint journey. Segment based journeys are checked to view more insights.

Color codes for score levels

From 1 (included) to 4.5 (included)	Red
From 4.5 to 4.6 (included)	Orange
From 4.6 to 4.75 (included)	Yellow
From 4.75 to above	Green

Comparison by Department

Company > Colombo > Sales



Company > Colombo > Engineering



Comparison by Section

Company > Colombo > Sales > Customer Service

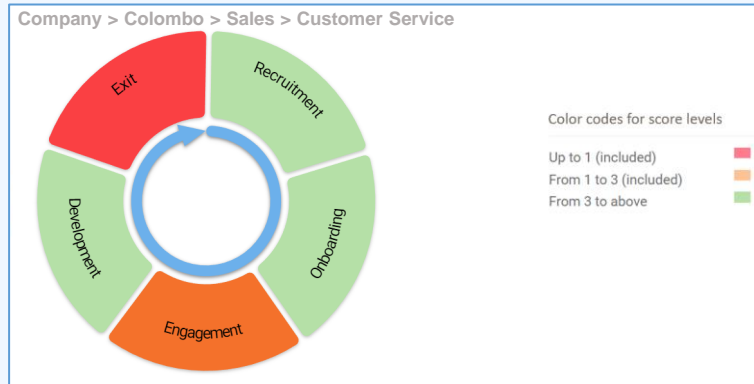


Company > Colombo > Sales > Support



Touchpoint journey analysis: Drilldown & root-cause analysis

Sample analytics



Drilldown to "Exit" phase

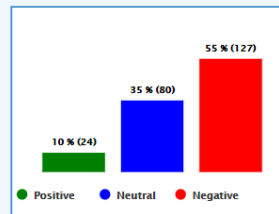


Touch point breakdown for phase -Exit

Name	No. of responses	Total score	Average score
Recognition	85	163	1.92
Overall Satisfaction	79	155	1.96
Average phase score			1.94

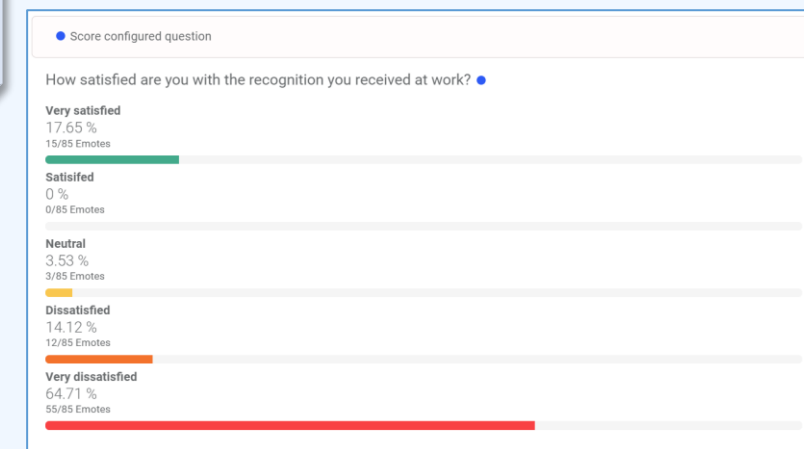
Delete touch point Show sensor breakdown

The "Recognition" experience touchpoint is negatively impacting the "Exit" phase satisfaction.



- Not enough training on handling customers
- Team support is low.
- The learning chances are low and the skills are not transferrable
- Need better mentoring
- Management do not think about the employees. Very unprofessional
- Not enough attention was given to the employees
- My work was not appreciated. Disappointed
- No value addition
- No work life balance
- No recognition to the work done
- Need more professionalism with in the organization
- lack of friendly team members
- No appreciation
- My team was not helpful, they didnt treat me as a colleague

Search textual responses for more insights



An individual employee's history

☒ Collapse and hide survey views ☐ Show email campaigns

Show

Last Submission

Order By

Submitted Time

Demo Employee Exit Survey

04 Aug Thu, 2022 - 3:17 pm

Demo Employee Development Survey

03 Aug Wed, 2022 - 1:27 pm

Demo Employee Onboarding Survey

03 Aug Wed, 2022 - 1:10 pm

Demo Employee Recruitment Survey

03 Aug Wed, 2022 - 12:37 pm

Demo Employee Pulse Survey

02 Aug Tue, 2022 - 8:19 am

Demo NPS survey

02 Aug Tue, 2022 - 8:17 am

Demo Employee Exit Survey

04 Aug Thu, 2022 - 3:17 pm

😞

Question : How satisfied are you with the recognition you received at work?

Response(s)

• Very dissatisfied

Emolytics

Very satisfied

0%

Satisfied

0%

Neutral

0%

Dissatisfied

0%

Very dissatisfied

100%

DialogSL > Colombo > Sales > Customer Service > Viraj > Sugeeshwa

😞

Question : Overall, how satisfied were you with your work at the organization?

Response(s)

• Very dissatisfied

Emolytics

Very satisfied

0%

Satisfied

0%

Neutral

0%

Dissatisfied

0%

Very dissatisfied

100%

DialogSL > Colombo > Sales > Customer Service > Viraj > Sugeeshwa

💬

Page : Page 2

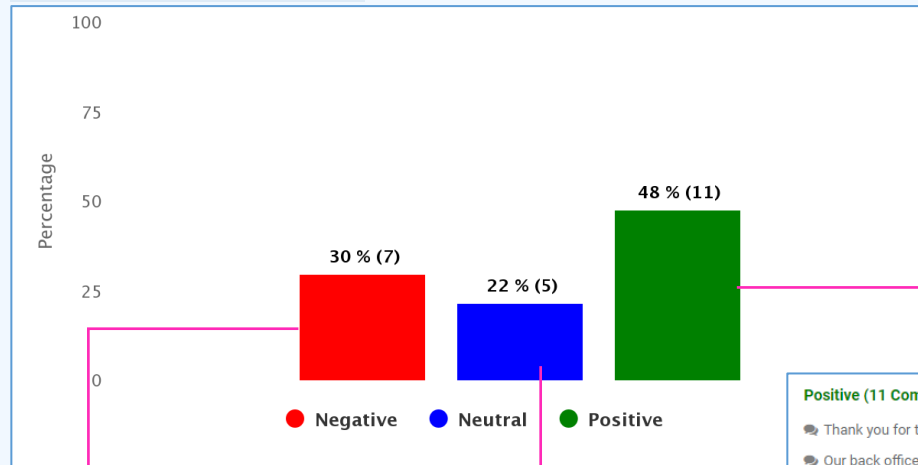
Question : Please leave your comment

Response :Team support is low.

DialogSL > Colombo > Sales > Customer Service > Viraj > Sugeeshwa

Comment analysis

Sentiment analysis



Negative (7 Comments)

- 🗨️ Bad
- 🗨️ We need more support, Please
- 🗨️ I'm not happy. We didn't receive a good service. Hope it will be better in the future. Hopes up
- 🗨️ Very unhelpful..
- 🗨️ Need better service
- 🗨️ Need to be more attentive
- 🗨️ slow service
- Neutral (5 Comments)**

🗨️ Hmm...

Neutral (5 Comments)

- Hmm...
- Ok, I guess
- It's good but needs to be better
- Could have been worse
- No Comment

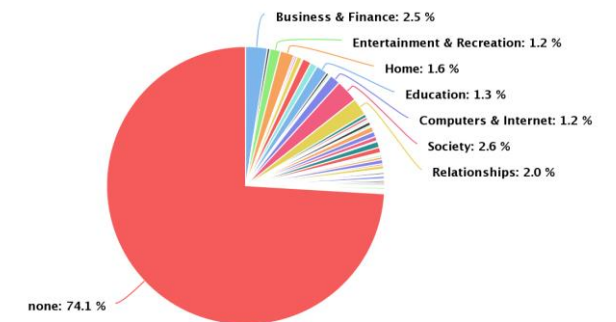
Positive (11 Comments)

- 👍 Thank you for the great support given
- 👍 Our back office team is super helpful and it's a pleasure working with them. Thank you team. Really appreciate it
- 👍 Awesome team work. Glad to be a part of this winning bunch
- 👍 Great support given. Thank you team
- 👍 Thank you for the support. We really appreciate it
- 👍 Very happy with the support given
- 👍 Have a great culture.
- 👍 Very helpful team
- 👍 Like the emoting process, look and feel is awesome

Word cloud



Feedback Comments by Categories



Comment categorization

Geo analytics

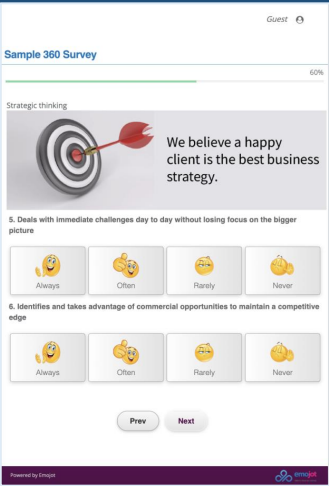
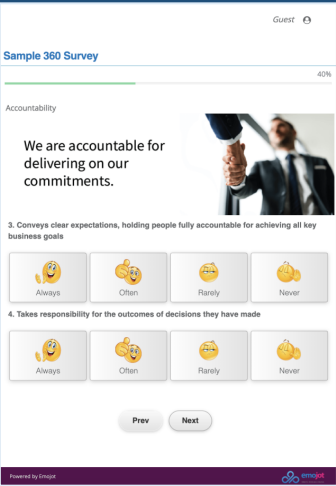
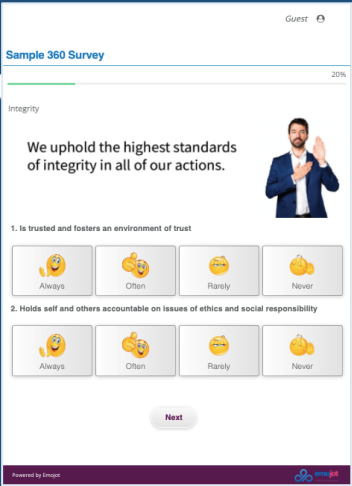


360

360-degree Performance Management

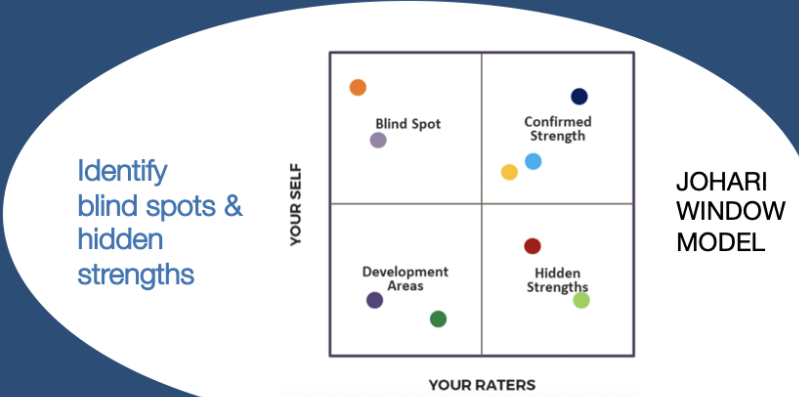
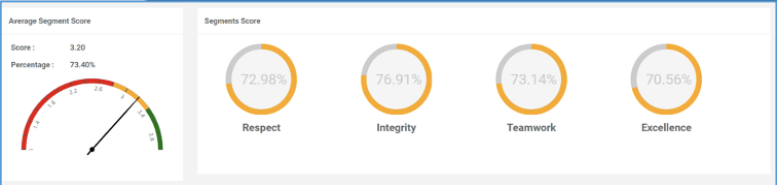
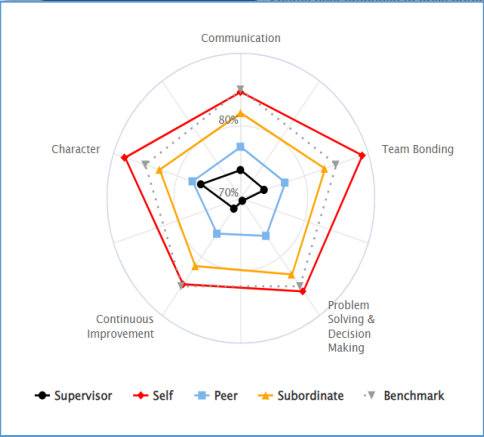
WHAT?

- Customizable 360-degree performance appraisals
- Time & cost efficiency
- Automated individual & manager email reports
- Blind spots and hidden strengths identification
- Sophisticated actionable real-time analytics dashboards



Try me!
Scan with
your
smartphone

Segment	Self	All Raters	Overall	Gap All Raters vs Self	Analysis
Does not depend on the heroics only; instead empowers and provides opportunities for others to develop	3.50	3.17	3.20	-0.33	Blind spot
Unites to outperform competition but not seek a win at any cost	3.25	3.07	3.09	-0.18	Blind spot
Celebrates achievements together with the team	3.00	3.07	3.07	0.07	Hidden strength
Changes best practices to drive outcomes	3.75	3.12	3.18	-0.63	Blind spot
Working in silos by leveraging cross-functional expertise	3.50	3.24	3.27	-0.26	Blind spot
Provides effective feedback	3.75	3.17	3.22	-0.58	Blind spot
Provides viewpoints of all team members	3.25	3.00	3.02	-0.25	Blind spot
Communicates internally and professionally	3.75	3.20	3.24	-0.55	Blind spot
	3.50	2.78	2.84	-0.72	Blind spot



Sample 360-degree feedback solution

Sample Sensor


Guest

Sample 360 Survey

20%

Integrity

We uphold the highest standards of integrity in all of our actions.



1. Is trusted and fosters an environment of trust

Always

Often

Rarely

Never

2. Holds self and others accountable on issues of ethics and social responsibility

Always

Often

Rarely

Never

Next

Powered by Emojot


Guest

Sample 360 Survey

40%

Accountability

We are accountable for delivering on our commitments.



3. Conveys clear expectations, holding people fully accountable for achieving all key business goals

Always

Often

Rarely

Never

4. Takes responsibility for the outcomes of decisions they have made

Always

Often

Rarely

Never

Prev

Next


Powered by Emojot

Guest

Sample 360 Survey

60%

Strategic thinking



We believe a happy client is the best business strategy.

5. Deals with immediate challenges day to day without losing focus on the bigger picture

Always

Often

Rarely

Never

6. Identifies and takes advantage of commercial opportunities to maintain a competitive edge

Always

Often

Rarely

Never

Prev

Next

Powered by Emojot

Try me!
Scan with your
smartphone



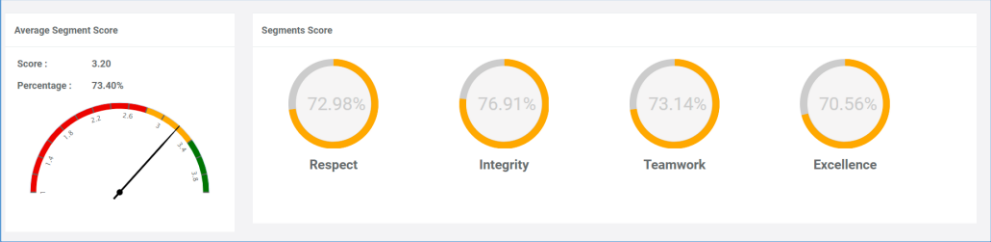
www.emojot.com/sample360

Employee 360-degree analysis

Sample analytics

Segment	Self	All Raters	Overall	Gap <i>All Raters vs Self</i>	Analysis
Does not depend on the heroics only; instead empowers and provides opportunities for others to develop	3.50	3.17	3.20	-0.33	Blind spot
Unites to outperform competition but not seek a win at any cost	3.25	3.07	3.09	-0.18	Blind spot
Celebrates achievements together with the team	3.00	3.07	3.07	0.07	Hidden strength
Shares best practices to drive outcomes	3.75	3.12	3.18	-0.63	Blind spot
Promotes our culture without working in silos by leveraging cross-functional and cross-SBUs synergies	3.50	3.24	3.27	-0.26	Blind spot
Is frank yet supportive when giving effective feedback	3.75	3.17	3.22	-0.58	Blind spot
Leverages the unique talents and viewpoints of all team members	3.25	3.00	3.02	-0.25	Blind spot
Excellence	3.50	2.99	3.04	-0.51	Blind spot
Learns from mistakes to grow personally and professionally	3.75	3.20	3.24	-0.55	Blind spot
Does not blame others for failures	3.50	2.78	2.84	-0.72	Blind spot

Group KPI Analysis



Selection of global clients & partners

Manufacturing



Healthcare



Automotive



Tech, Telco & BFSI



Retail



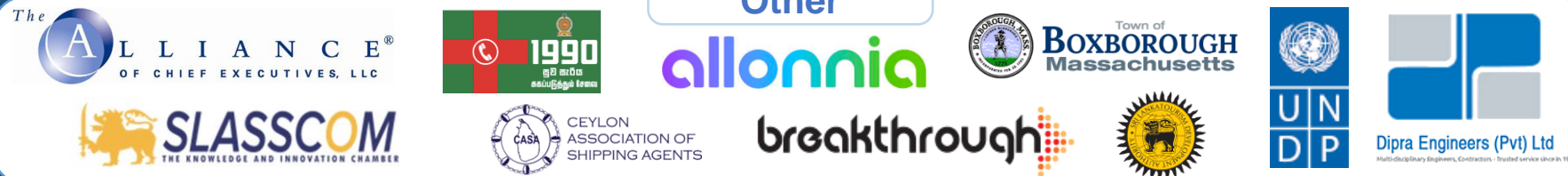
Travel & Logistics



Education



Other



Partners



Emojot leadership



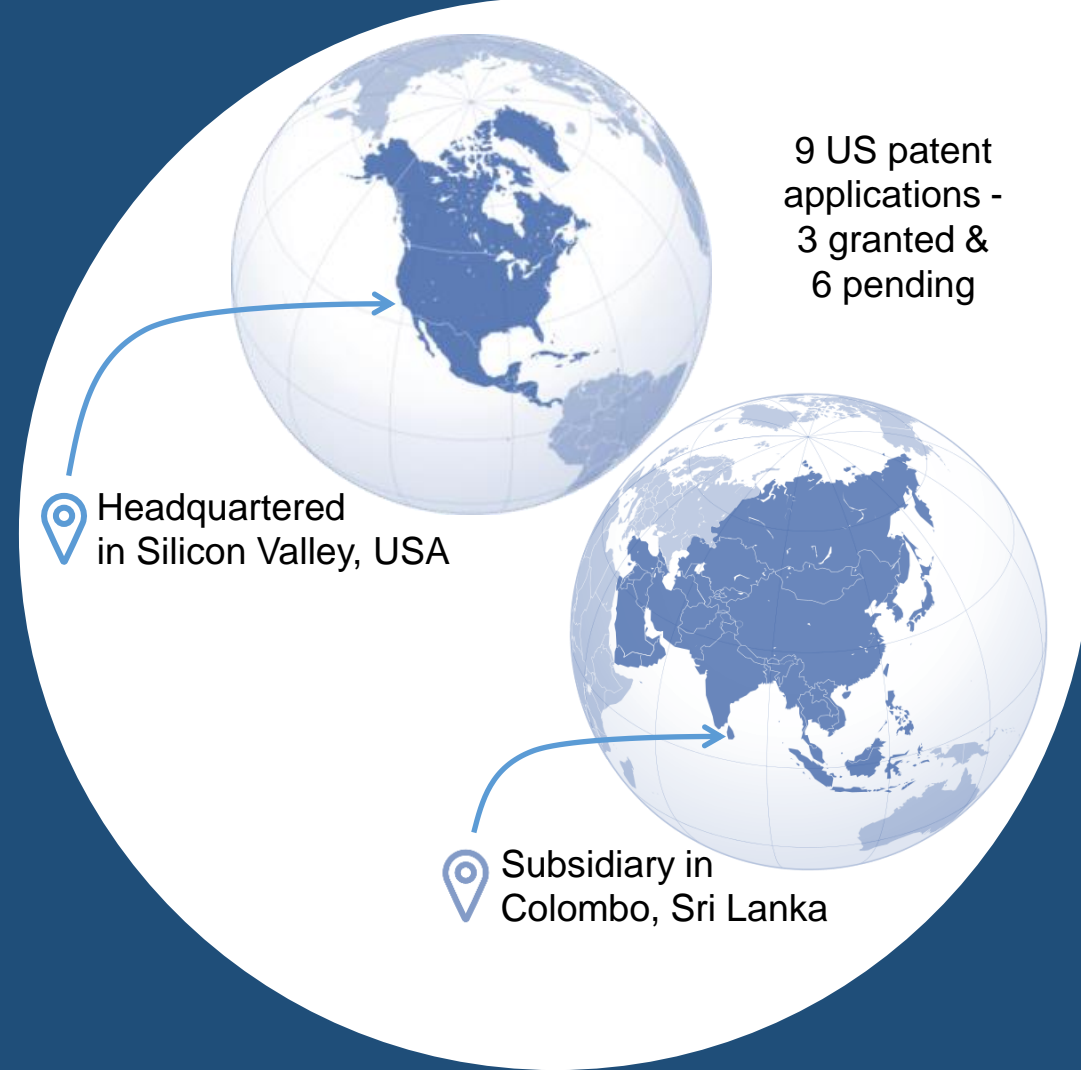
Frank Harbist
President, CEO
& Board Member

- Formerly held leadership positions at Hewlett Packard, ProStor Systems, ActiveScaler, Lavante, and FutureDial.
- **B-EE** with highest honors - Georgia Institute of Technology; **MBA** with distinction - Carnegie Mellon University



Shahani Markus
Founder, CTO
& Chairperson

- Formerly at IBM TJ Watson, Prescient Markets, Virtusa, ICT Agency of Sri Lanka, and University of Moratuwa
- BS (Computer Science & Mathematics); **MS** (Mathematics); **MS** (Computer Science); **PhD** (Computer Science), Purdue University USA



Emojot co-founders



Andun Gunawardene
Director, Engineering
BSEE First Class Honors
(University of Moratuwa)



Sach Ponnampereuma
Director, R&D
BSEE First Class Honors
(University of Moratuwa)



Manjula Dissanayake
Board Member
Ph.D. in Entrepreneurship
(University of Adelaide)



Contact us for your
customer centric
transformation

info@emojot.com
www.emojot.com

