



Letiště Praha

1	14:30
	15:00
	15:05
	15:15
	15:15
	15:20
	15:25
	15:30
	15:45
	15:45
	16:05

# Terminals

# ask now<sup>®</sup>





# Next Mobile Solutions

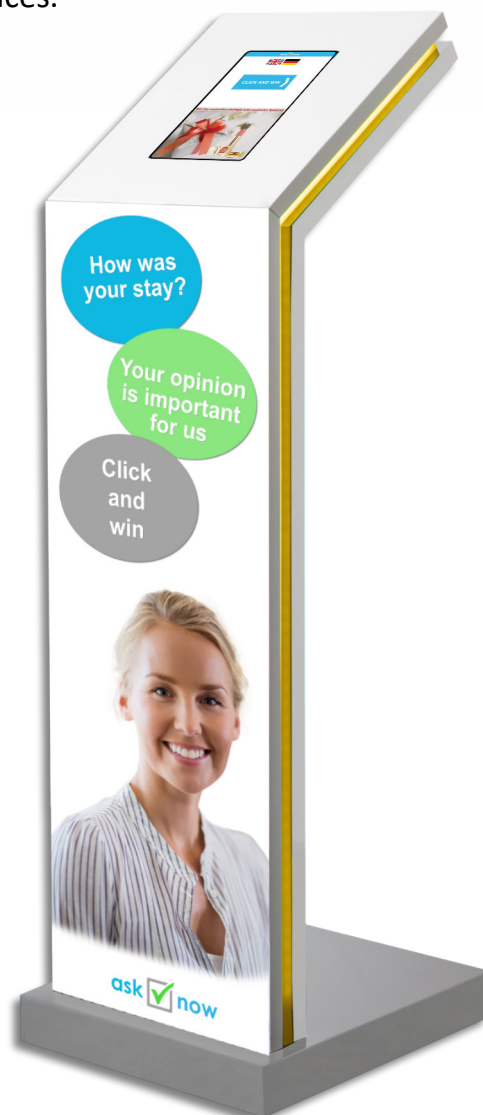
Data collection company

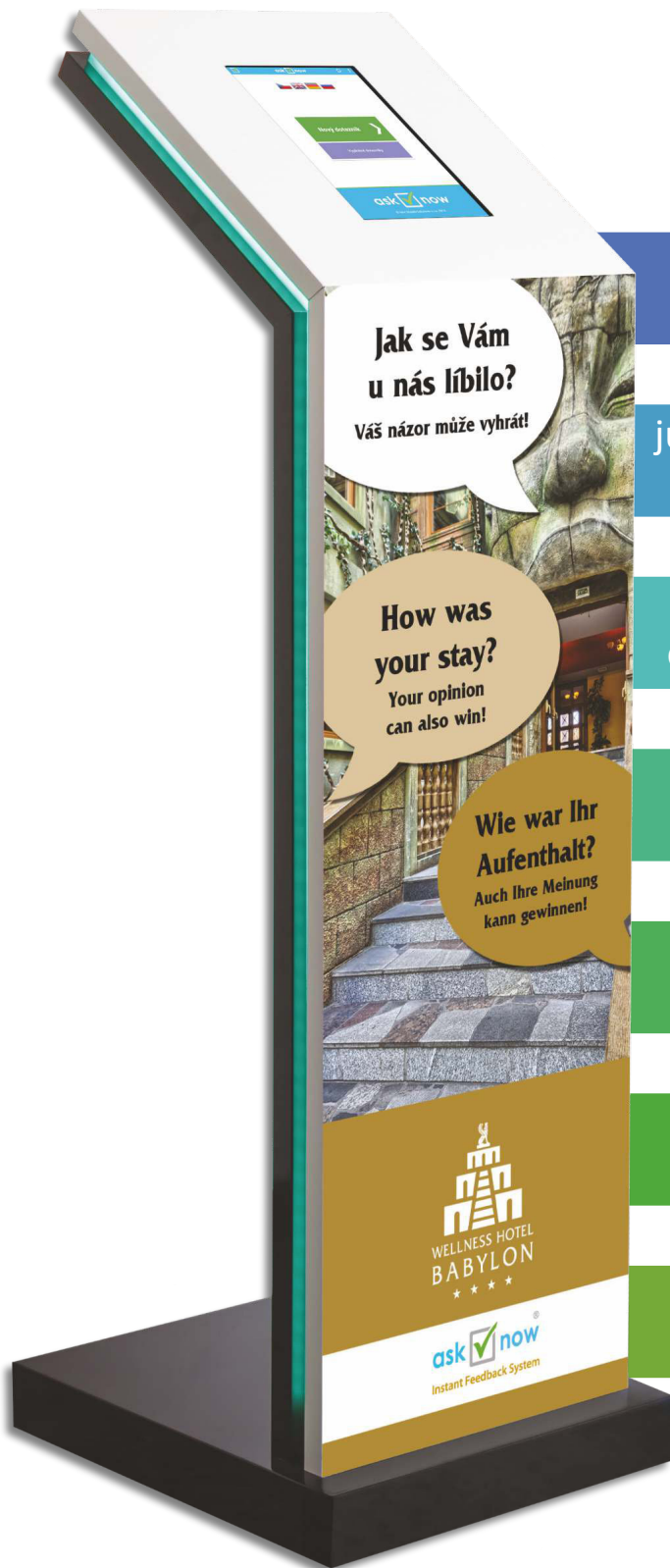


**NEXT MOBILE SOLUTIONS** has added another unique platform called **AskNow Marketing**. This become very interesting in the field of marketing. Interactive terminals offer a unique opportunity to create interactive relationship with current and future customers. They enable not only interactive advertising directly in places with customers move, but also the possibility of further sales support, promotion which can help to stay ahead of competition etc.

The Czech company **NEXT MOBILE SOLUTIONS** has developed a unique on-site feedback technology - **AskNow Instant Feedback**. Since the inception it has been successfully implemented and used in various areas of everyday and working life. It is a technology for capturing and transmitting immediate evaluated responses from customers or employees directly from the site and in real time.

Attractively designed feedback terminals with a questionnaire provide an opportunity to express and capture the undistorted opinions of customers directly from a specific location. Customers insights reach responsible persons, who can then work or react directly to the feedback. Thanks to that, your company can keep moving forward and efficiently improve its services.





stand-alone terminal

just plug in to electricity and connect Wi-Fi

variety of options for display of interactive videos and animations

easy manipulation

attractive corporate branding

service support  
remote access

simplicity of filling questionnaires

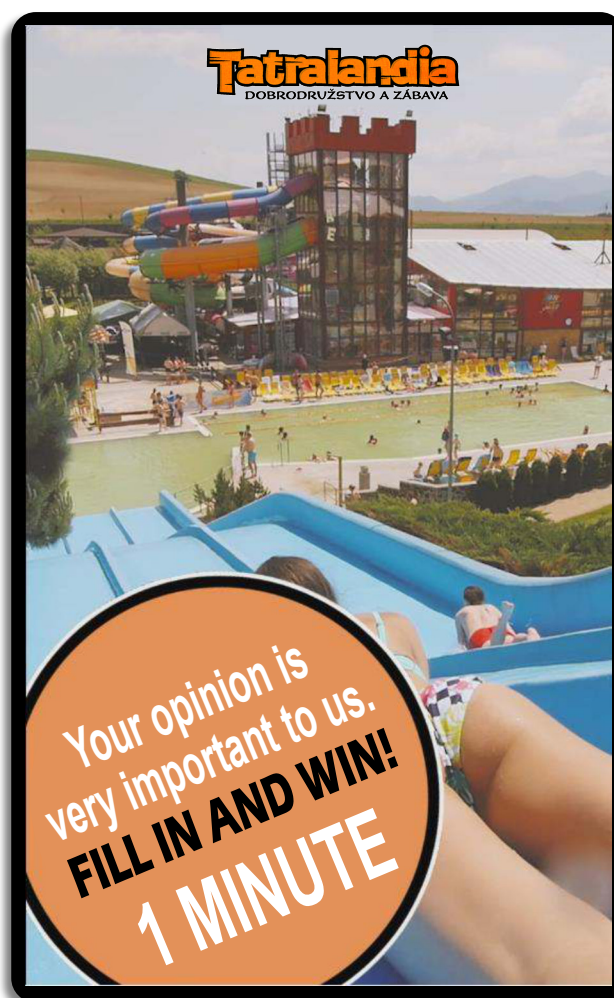
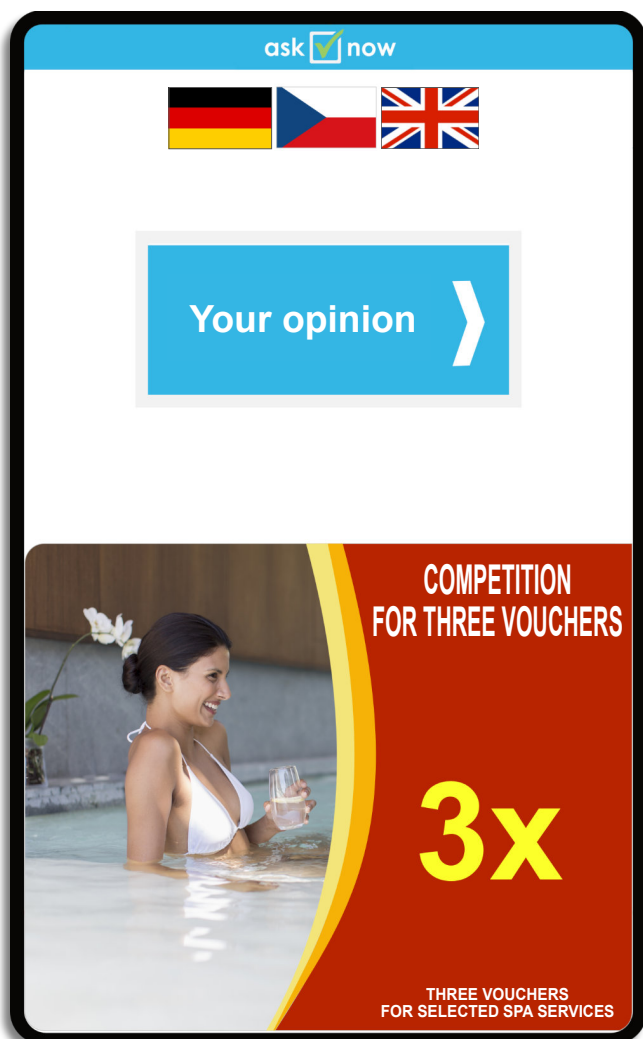
# Corporate branding

- ✓ attractive corporate branding easy to change
- ✓ paper poster placed behind plexi shield
- ✓ easy manipulation





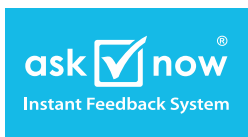
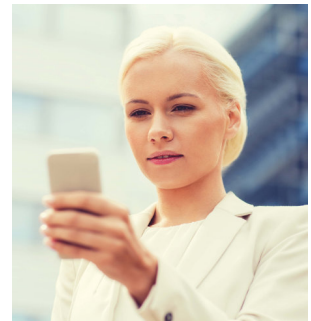
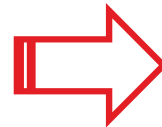
# Videos



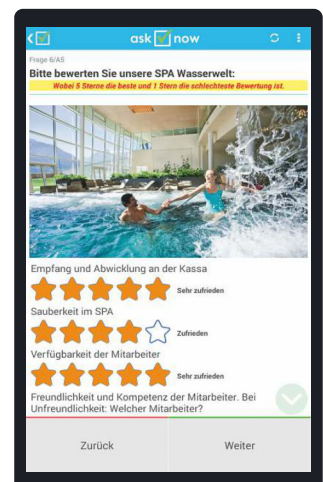
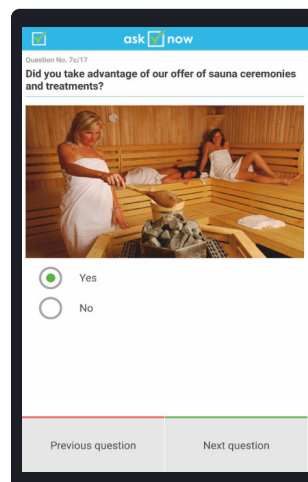
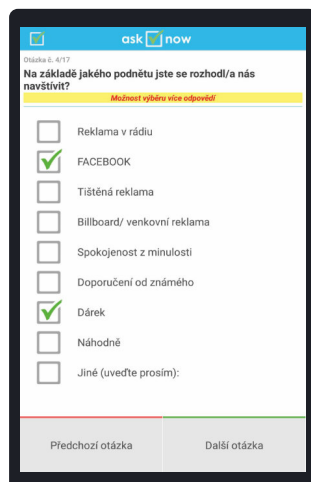
- video animation on the tablet to promote your offers and services
- attractive full screen videos
- option to create click on your responsive web

# Questionnaires

- ✓ choice of many different types of questions
- ✓ multilingual environment
- ✓ instant evaluation of customer satisfaction
- ✓ constant access to results and statistics
- ✓ obtaining emails and contacts in accordance with GDPR



## INSTANT EVALUATION OF CUSTOMER SATISFACTION





- ✓ sending of daily or weekly reports
- ✓ detail of question - graphic display
- ✓ overall trend - percentage curve
- ✓ exports of data and outcomes (MS Excel, PDF)

### AskNow Report

Datum : 14.09.2020 - 20.09.2020  
 Celkem spokojenost : 82.0%

Datum Komentáře

#### Dotazník Hotel IV.

Celkem spokojenost : 86.5%

8 Co Vás potěšilo u nás v hotelu? (1)  
 14.09.2020 08:55 moc pěkný bazén

9 Je něco, co se Vám u nás nelíbilo? (2)  
 14.09.2020 08:55 ne  
 15.09.2020 19:30 Terasse trotz sehr guten

#### Dotazník Hotel V.

Celkem spokojenost : 73.0%

3a Děkujeme za Váš názor na ubytovací službu  
 18.09.2020 18:31 I finische sauna eigentlich

4a Děkujeme za Váš názor na stravovací službu  
 18.09.2020 18:31 bier kam 5 min spaeter

5a Děkujeme za Váš názor na sport a wellness  
 18.09.2020 18:31 voda v bazénu byla příliš

8 Co Vás potěšilo u nás v hotelu? (1)  
 18.09.2020 18:31 strand

9 Je něco, co se Vám u nás nelíbilo? (1)  
 18.09.2020 18:31 preis leistung

### GRAPH

Country	Percentage
Österreich	57.68%
Deutschland	20.01%
Andere	7.13%
Switzerland	3.71%
Italien	4.60%
Niederlande	1.53%
Rumänien	1.15%
Rusland	1.70%
Czech Republic	1.22%
Hungary	0.67%
United Kingdom (UK)	0.60%

Country	Count
Österreich	2,410
Deutschland	836
Hungary	28
Italien	192
Niederlande	64
Rumänien	48
Rusland	71
Switzerland	155
Czech Republic	51

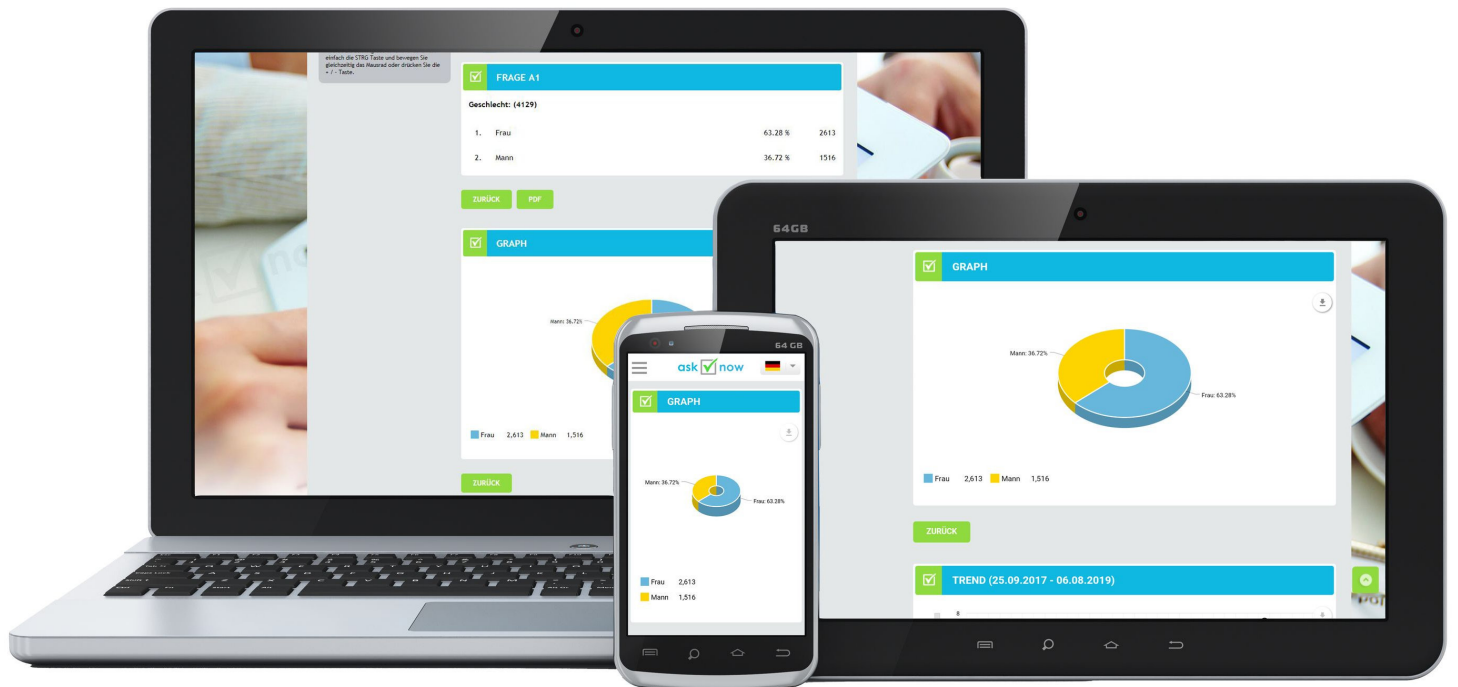
### OVERALL SATISFACTION TREND

Total for period: **81.3 %**

Alle anzeigen



responsive design for PC, tablet, mobile phone







# ensana



"Unique advantage of **AskNow**, is that we get immediate information about guest satisfaction, thanks to which, we can respond promptly and meet guests' requirements directly during their stay."



PhDr. Martina Urbánková

Quality Manager Slovak health SPA Piešťany  
Quality and Standard Manager at Ensana Hotels







CEO AQUALAND MORAVIA  
ŽS Real

Petr Pavlacký



"Thanks to **AskNow**, we have the advantage that we get feedback immediately. Compared to other quality outputs, this is absolutely unique. We can respond to a number of insights right at the time when it is happening, rather than with a delay of several hours or days."







# THERME LAA

HOTEL SILENT SPA



"Feedback is absolutely important to us, and this detailed evaluation we receive daily from **AskNow** is necessary and very helpful. Therefore we have better data and content to analyze and make decisions on every month.

So, I can highly recommend **AskNow** to our colleagues in the industry. We really have the best experience with the system, even when it comes to technical support. And I think that is very – very important."



Reinhold Hofmann

Deputy Managing Director  
Therme LAA a.d. Thaya







Bc. Naděžda Kalužová

Marketing Manager

Blood Center of the University Hospital Ostrava



"We consider the **AskNow** terminal, which we have located in the premises of the Blood Center of the University Hospital Ostrava, as a significant and very positive innovation shift in the feedback from our clients / donors - to the services in the Central Hospital. **AskNow** terminal is located in the areas where the donor stays the longest and has the opportunity to answer a few simple questions. Earlier evaluations of paper questionnaires were lengthy and inflexible. To be honest, it wasn't any more appealing to our clients. Now we have the opportunity to respond quickly to all requests, complaints, but also to see praises from our donors. The biggest advantage of **AskNow** is the unique speed of obtaining such an important information. We want our donors of blood and blood components to feel good and be satisfied. With this anonymous form of response, we constantly learn from our donors what we should or could improve. Therefore **AskNow** terminal is a huge benefit for us. "





"Getting feedback in tourist business in the daily guest segment has always been a difficult challenge. In particular, factors such as a very short stay and anonymity made it difficult for us to get to know our guests and their needs better. However, this form of continuous research is an essential tool for strategic success.

For us, **AskNow** was the ideal solution to this problem. Finally, we are able to offer our guests a simple, modern and very efficient way to express their opinions and ratings.

Finally, another positive benefit of **AskNow** is, that its management has always proven to be very communicative and cooperative, so collaboration - in preparation, installation and support - has always been very professional."



Chief Operating Officer  
VAMED Vitality World, Austria

Tom J. Bauer, MBA







Mgr. Martin Voženílek

Director  
Janské Lázně State Medical Spa



**Janské Lázně**  
zpět do života



"The **AskNow** Terminals offer a modern and fastest way how to measure customer satisfaction. Technology allows to get customer feedback instantly, right from the place of establishment. The company management evaluated this way of assessing client satisfaction as clearly the most efficient.

The use of **AskNow** terminals significantly accelerated the reaction time of the managers of individual departments to any complaints. Its because at the exact moment the questionnaire is sent from the terminal in a clear form to the manager's e-mail box. Therefore we have time in advance to react and solve situations."

Aquaparks, SPA, hotels, hospitals, gastro services, schools, city administrations, shopping centers, shops, museums, exhibitions, companies, car services, airport,...



ensana





Next Mobile Solutions  
Data collection company

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