remesh

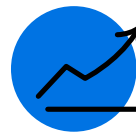# Rapidly gathering employee feedback to inform business decisions

ABOUT

A global entertainment company that develops all kinds of gaming content for consoles, mobile devices, and personal computers – all with a dedicated customer community.

WINS

Better Employee Understanding

Qualitative Insights At Scale

Rapid Project Turnaround

Challenge

The entertainment company was introducing a new system for its customer support team, and wanted to understand how support reps felt about it, and if they were willing to undergo training during COVID-19. In light of the pandemic's rapid development, internal stakeholders needed these answers in under a week; unfortunately, the company had no existing tools to quickly capture and organize qualitative feedback from its large support team.

Solution

Within a matter of days, the entertainment company was able to conduct two live Remesh conversations to collect qualitative feedback at scale from two groups of support representatives. When responses during the Remesh conversation demonstrated that representatives were interested in learning more about the new system, the company was able to ask follow-up questions in real-time, empowering stakeholders to dig deeper.

Result

The Remesh sessions uncovered that while most support reps had not been fully informed of the new system, they were excited to move ahead with it. Interestingly, 80% of participants even wanted to begin training as soon as possible, despite the developing COVID-19 situation.