# UKG

Employee Voice

Understand what employees are saying and how they truly **feel** about the workplace.

The first step in building a great workplace culture that engages, motivates, and retains employees is understanding what they care about. Powered by Xander®, UKG's advanced portfolio of artificial intelligence (AI) technologies that are as sensitive to emotions as they are to statistics, UKG Pro™ Employee Voice (formerly UltiPro® Perception) helps organizations uncover not only what employees are saying, but also how they feel.
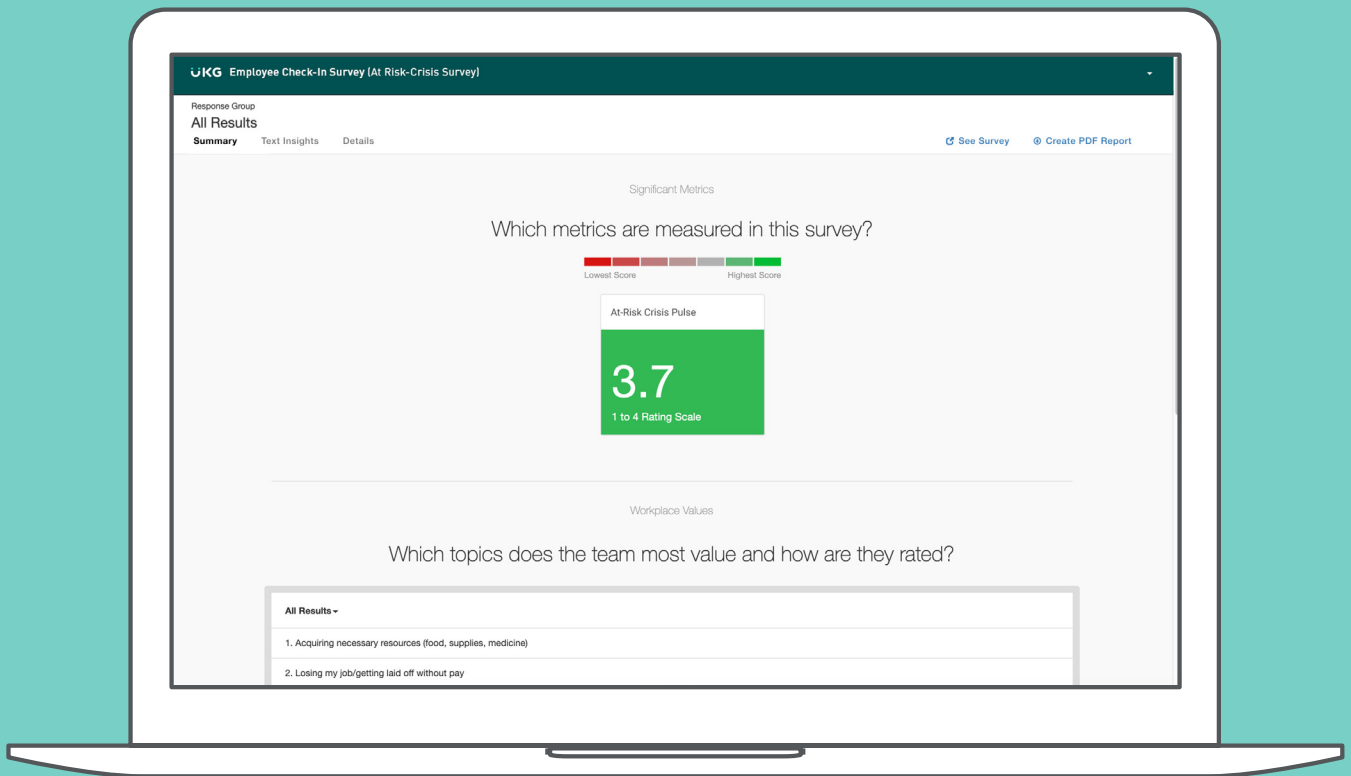
Collect, Measure Feedback

Easily survey your workforce, gather employee input, and leverage analytics and benchmarks to assess the engagement and effectiveness of individual teams and managers. You can even test and verify surveys and communications directly within the solution.

Analyze Sentiment

Designed using natural language processing (NLP) and machine-learning technology, along with industrial-organizational (I-O) psychology and survey construction expertise, UKG Pro Employee Voice analyzes both structured and unstructured data, enabling you to reveal true emotion.

Gain Real-Time Insight

With a comprehensive and personalized view of what's most valued by your employees, you can take the right actions that will have a meaningful impact on culture, retention, and performance at your organization.

Key benefits

For HR & Managers

Collect employee feedback from the right groups of employees at the right time.

Take advantage of survey templates, built using the latest evidence-based framework in I-O psychology.

Better understand your employees' emotions, motivations, and key drivers for satisfaction.

Uncover your company's most important strengths and areas to prioritize for improvement.

Receive real-time actionable insights and analysis for improving employee satisfaction and retention—based on both quantitative and open-ended responses.

Gain meaningful context of survey results by benchmarking employee engagement and satisfaction against other similar organizations.

Identify trends within your organization, using configurable reports or by linking surveys over time.

Obtain real-time analysis of survey data, categorized into 70+ themes and going beyond positive and negative sentiment to detect real emotions.

Go Beyond Traditional Employee-Feedback Tools

- Leverage HR data within UKG Pro for easy survey deployment and report distribution

- Select survey participants based on location, supervisor, department, and tenure—essentially any data element within UKG Pro

- Use built-in survey templates—created using the latest in I-O psychology—to gather feedback throughout the employee lifecycle

- Distribute sleek, inviting surveys that employees can complete on any device, in 90+ languages

- Set minimum thresholds for number of responses required before results are displayed, to protect employee anonymity

- Safeguard the privacy of employee data and responses through built-in, enterprise-level security and workflows

Gain Insight Needed to Enhance Employee Experience

- Understand employees' motivations, top concerns, and their true feelings about the workplace

- Receive easy-to-read, interactive reports immediately upon closing surveys—including the analysis of free-text responses

- Configure metrics and filters and download reports in PDF format to view insights and pinpoint areas of improvement

- Compare individual managers' or teams' results to the organization's results

- Assess your team against embedded benchmark data for 150+ engagement-related survey questions

- Enable executives to dig into the results to evaluate which leaders need support

- Link surveys together and view historical trends on questions and metrics

- Leverage real-time insights and Employee Sentiment Score™ to guide leaders on the actions they should take toward improving satisfaction and retention

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Support, Services

By partnering with UKG, you get industry-leading workforce-intelligence technology combined with comprehensive services and support from dedicated experts. UKG views each customer as a "Partner for Life" and helps organizations maximize their investments in UKG Pro in order to improve culture and performance.

UKG's Launch team guides you through a quick setup and configuration process. But, your rollout doesn't stop there—UKG's I-O psychologists and experts also guide you through executing and analyzing your first survey. UKG Pro Employee Voice is easy to both configure and use, and UKG's Services team ensures you get the most out of its powerful survey and analytics capabilities.

Through UKG's unique "People First" customer service approach, UKG Pro Employee Voice users have instant access to customer service experts, including a dedicated account manager and phone and online support. The goal is always the same: to provide a team committed to your success, unparalleled support, and true partnership.

Planning, Analysis

- Complete orientation and knowledge transfer
- Review your organization's objectives and requirements
- Review best-practice recommendations
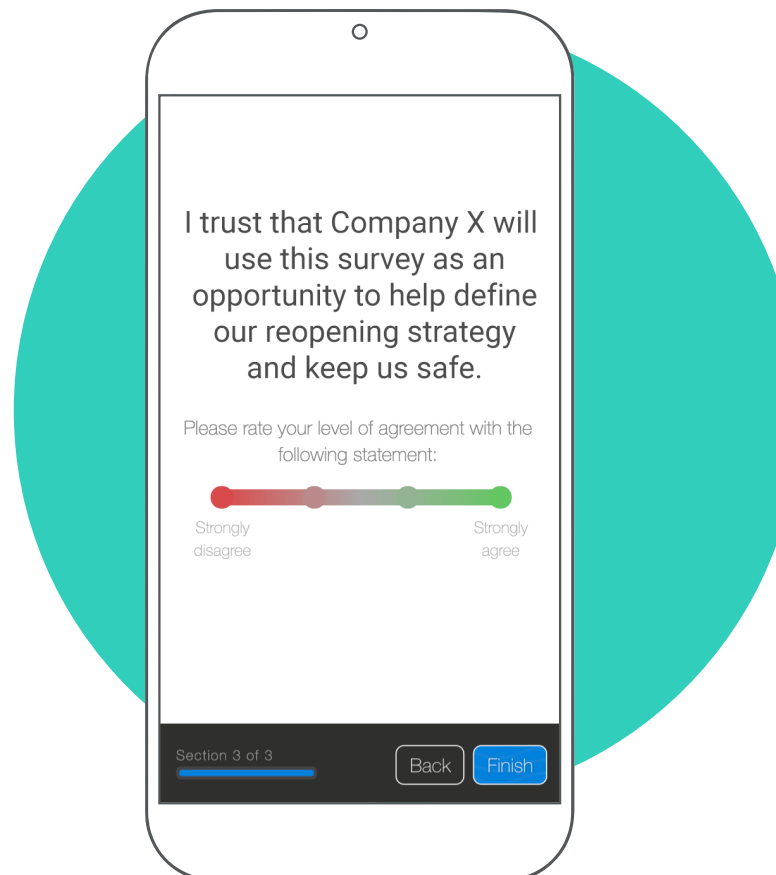- Create a tailored launch plan

Configuration

- Set up and configure production environment
- Set up and configure test surveys and reports
- Guidance for FTP and SSO configuration

Surveys, Reporting

- Deliver survey templates and best practices
- Provide survey planning and execution guidance
- Assist with initial survey design, leveraging templates within the solution
- Provide guidance on analyzing standard reports and interpreting initial survey results
- Review employee communication and included templates

Customer Success Program

- Regular post-launch follow-up, with a 90-day checkpoint
- Ongoing assistance with setup, features, and configuration
- Continued support, with how-to questions, standard surveys, reports, text analytics, and guidance interpreting survey results
- Documentation and training to help you be self-sufficient
- Prompt feedback and issue resolution

I trust that Company X will use this survey as an opportunity to help define our reopening strategy and keep us safe.

Please rate your level of agreement with the following statement:

Strongly disagree — Strongly agree

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