



# SURVEY SAYS: JOIN.ME SIMPLIFIES CUSTOMER RESEARCH.

## Challenge

When the world's largest online survey company has questions, Nick Inchausti is the one they look to for the answers. As a User Researcher at SurveyMonkey, his job is to connect with a global user base of 25 million customers to find out who they are, what they need, and how SurveyMonkey can provide them with the best possible product experience. Producing valuable customer feedback for a growing company with eight offices in five countries and over 700 employees, however, takes time. So researchers need tools that can make every step in the process – from planning interviews to sharing research – as efficient, reliable and easy to use as possible.

## Solution

Designed with his fast and fluid work environment in mind, Nick trusts **join.me**'s suite of dynamic features to stay connected with SurveyMonkey's millions of users. Nick began using **join.me** after a colleague's referral, and he found it improved every step of his workflow:

- **Simple scheduling** – using the **join.me** plug-in for Microsoft Outlook, Nick can easily set meetings and create customized invitations participants.
- **Archived calls** – with **join.me** recording, Nick captures call video and audio so he can take notes freely, but refer back to the calls anytime.
- **Improved transparency and collaboration** – Nick is able to share the customer perspective on a **join.me** recording directly with key constituents, to listen on their own time.
- **Simple, instant connection** – **join.me** is reliable and user-friendly for any customer he is meeting with – tech savvy or not!

## Results

SurveyMonkey uses call recordings internally when making significant research-driven decisions. And when setting up these conversations, **join.me** is not on the list of things to plan or worry about. Using **join.me** for Nick means "saving my brainpower and not having to worry about how people are going to connect – the tool just works!"

- ☑ **Want to learn more about how join.me can help you show work who's boss? Request a demo or call us at 1-877-251-8373.**



**Industry:** Online Survey

**Headquarters:** Palo Alto, CA

**Number of Employees:** 700+

*"Recordings are key to sharing findings with top management. Watching the video and hearing the messages directly from the customer is more powerful than any summary I could write. It really helps get the point across."*

– Nick Inchausti,  
User Researcher

