

Service definition

Engage like you.

Everything you need to know to make an
informed decision about your employee
engagement software provider.

Delivered by essential ©



What is Engage365 from Zensai?

Engage365 is an employee engagement solution that's designed to ensure people feel valued and engaged with the employee check-in—a framework for regular two-way feedback and reflection— coaching, and recognition.

That's important because frequent reflection and feedback keep your **people focused** and on track and lead to

- Higher employee engagement levels
- Better performing teams
- More trust and transparency
- Lower staff attrition

Employees and managers complete their check-in via Engage365. A digital frequent check-in that supports multiple engagement, performance, and goal outcomes. As well as giving HR valuable trend data to better shape company culture.



Engage365 is available as an app in Microsoft Teams, on mobile, and on web.

21%

increase in
productivity

40%

increase in
retention

37%

decrease in
absence



Director of Operations (50 employees)

"A great tool to improve employee communication and engagement"

[Read the full review on G2](#)



Leisure (>1000 employees)

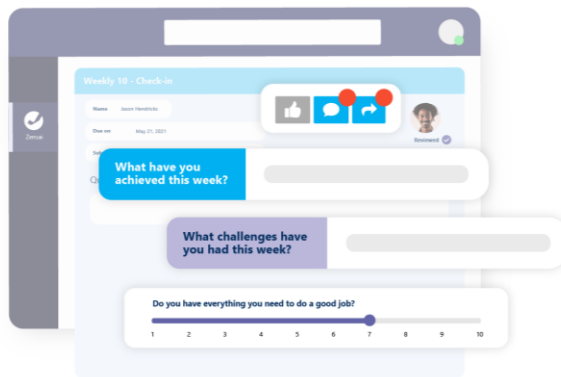
"Excellent tool for quick check ins. Especially useful for remote working and peer recognition"

[Read the full review on G2](#)

How Engage365 works.

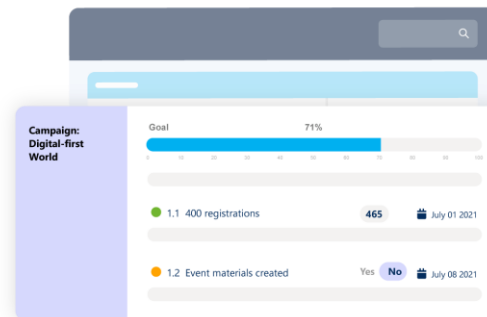
1

Frequent check-in:
Activate our ready-made templates for regular check-ins—use our suggested questions or create your own.



2

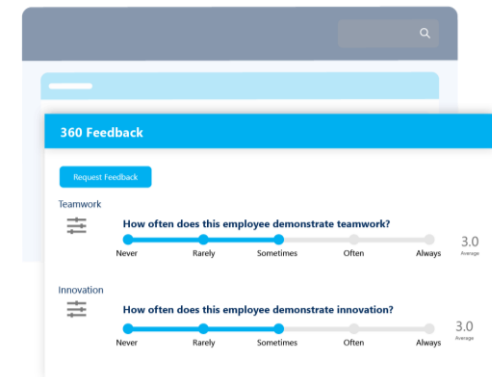
Feedback and recognition:
Employees regularly check in with their manager, exchange recognitions with peers.



3

Analytics and dashboards:
Data on employee engagement from across the organization are collected.

Engage365 utilizes AI and sentiment analysis to provide insights, assisting you in understanding your organization's status, predicting employee turnover, and forecasting engagement and behaviours.



What you get with Engage365.

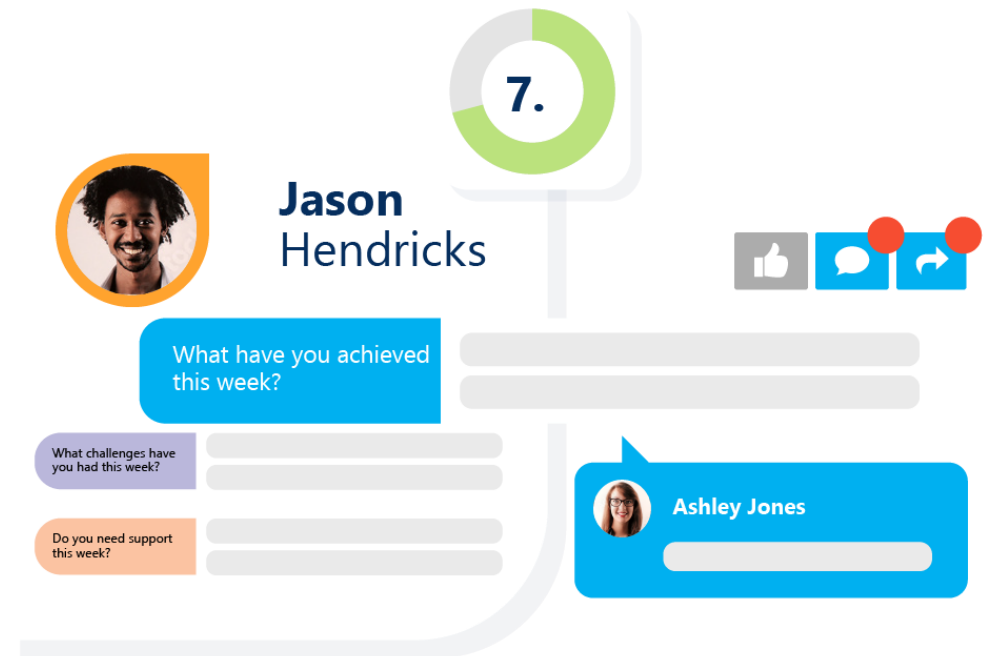
Focused on building engagement. Empower managers and engage employees with a continuous feedback process that builds a culture of transparency. Understand sentiment and engagement through powerful analytics, giving you actionable insights into your organisation.

Engage365 check-in

- Powerful process that normalises feedback
- Editable range of curated questions
- Ability to create a range of feedback, engagement and pulse questions
- Organisation, department, team and employee level question setting
- Capability to supplement the frequent check-ins with ad-hoc or routine company-wide employee engagement surveys that include anonymous responses and the same set of questions for everyone
- Categorise questions and use hashtags to tag check-in feedback with company values or initiatives
- Managers can comment and feedback and are supported by AI Powered coaching to respond constructively to raised questions and concerns.
- Senior leaders can benefit from our Microsoft Copilot integration getting insights on the organisation sentiment from asking questions in Copilot.

Recognition and visibility

- Employees recognise others using @mention
- Managers can recognise employees and Pass-up successes to the next level manager



Employee analytics and insights.

Engage365 employee Insights

Included in all subscription levels as part of package price

Engage365 uses artificial intelligence (AI) and machine learning to **read between the lines** of what your people aren't telling you. All while keeping the content of check-ins private between an employee and their manager.

- **Understand engagement levels** using our AI powered 10Pulse model; providing insight into the five key factors of Employee Engagement without the use of a survey.
- **Track sentiment** week to week across different aggregations and groups
- **Analyse trends** from quantitative questions, turning pulse and check-in questions into measurable metrics.
- **Flexible views for analytics** Wide range of visualisations available
- **Attrition prediction** modelling.
- With integration to Perform365, you can employ the data for the Perform365 Talent mapping tools for **strategic succession planning**.



Success plans.

To help your organisation implement Engage365 and experience the full value of the product, we offer three plans that include different levels of support and service.



Success Basic

Access our on-demand tutorials and guides and receive guidance in a number of live sessions.



Success Plus

Everything from Basic, plus guided installation, a selection of add-on solutions, and more live sessions.



Success Premium

Everything from Plus as well as more live sessions and access to additional services.

The **Basic** success plan is included in all subscription plans

More details on all our success plans here:
<https://zensai.com/success-plans/>

Success plans.

	Basic	Plus	Premium
Installation and setup			
Assisted installation of platform services into Microsoft 365 tenant	-	✓	✓
Platform setup and core configuration	-	✓	✓
Platform Launch – Go Live Services			
Project Plan	-	✓	✓
Live Consulting Session	-	Up to 2	Up to 4
Live Customer Success Session	Up to 1	Up to 3	Up to 6
Platform Academy Quick Start Courses	✓	✓	✓

Lifecycle Services

Business review session		✓	✓
Live customer success session	Up to 2	Up to 4	Up to 8
Live consulting session		Up to 4	Up to 6
Dedicated Microsoft Teams channel			✓
Additional hours			Up to 16 h
Online academy access for Learn365, Perform365, Engage365	Limited	✓	✓
Online academy self-service user admin		Limited	✓
Customer community	Limited	✓	✓
Maximum support response time	Up to 16h	Up to 10h	Up to 6h

Find more details on our success plans here: [Pick your supportive Success Plan for the Human Success Platform \(zensai.com\)](https://zensai.com/en/success-plans)

* Add-on solutions for Perform365 are not subject to the Zensai SaaS terms

Support & Customer Care from Essential.

- Customers have access to our **UK based Support team** for phone, email, and remote support.
- Essential provides a technical support and customer success service to help our customers get the most from Learn365. This includes unlimited access to technical support and access to the latest versions of Learn365 software, as well as proactive sessions with specialists throughout the subscription period.
- Essential customers also benefit from our **quarterly user group sessions**, and periodic education sessions throughout the year. These are free and available to customers on all success plans.
- Support response times for **all Essential customers** are within 1 hour between 9-5pm UK Office hours, Monday-Friday (excluding bank holidays).
- In addition, Essential customers have access to the vendor support service, the response times depend on your choice of success package. Response times for normal severity are
 - Basic: 16 business hours
 - Plus: 10 business hours
 - Premium: 6 business hours
- Further information can be found in the SaaS agreement: <https://zensai.com/saas-terms/>

Onboarding and Service Management.

Engage365 and Perform365



Installation

Workshop

Engage365 & Perform365 deployment

Roll-out plan



Look & Feel

Branding

Customisations



Training

Admin

Course & User Management



Templates

Check-in's

Annual Reviews



Goals & OKRs

Introduction

Goals & OKRs



Customer Success

Quarterly User Group Sessions

Bi-Monthly check-in with customer success team

Example Projects:
Delivered by Essential and Zensai
**To UK Public Sector organisations
Through G Cloud**



Historic England



essential @

