

CUSTOMER SUCCESS · PLAYBOOK · OUTBOUND

Meet Iris — NPS / CSAT Survey

Meet Iris, a friendly survey agent. Iris runs a quick 2-3 question NPS or CSAT loop after a service event and captures verbatim feedback.

<30 days

To live

46

Languages

<500ms

Voice latency

24/7

Coverage

What it does

- NPS score
- CSAT score
- Verbatim capture
- Detractor flag

Why Finn runs it

A grounded, sub-500ms voice agent with warm human handoff on intent. Every call is recorded, transcribed, and written back to your stack. SOC 2 Type II, HIPAA, GDPR, ISO 27001 — and you pay per minute of conversation, not per seat.

Works with your stack

HubSpot, Salesforce, Zendesk, Intercom.

Deploy Iris — book a demo at www.hirefinn.ai/bookademo

Or start free at hirefinn.ai · hello@hirefinn.ai