

Add a widget to receive direct feedback from a user

Improve observability

Create user community like a thread on reddit

Improve app quality to make changes easy (react to feedback faster)

Add analytics tools to get automotive feedback

Find the smallest path to a user through company heirarchy (first line support)

Create slack workspace for technical users

Update users about progress for their feedback (even share road map)

Find allies who need direct user feedback (look for direct feedback demand)

Ask other teams how they work with user feedback

Do continuously small improvements

Find out online or offline events for users

Create a feedback loop to show that direct feedback creates better result

Incentivize direct feedback with a small reward

Analyze why we have multi-layer feedback (can we reduce it)

If you can't get all the way to the source, can you at least get closer? Eliminate one layer.

Form a hypothesis about what users want. Instrument your code to observe users directly, run an experiment, and gather data to test your hypothesis.

Add something to the app that invites users to come and talk to you.

Go to your user conferences and trade shows and user groups. Hang out incognito.

Are you afraid to ask for feedback?