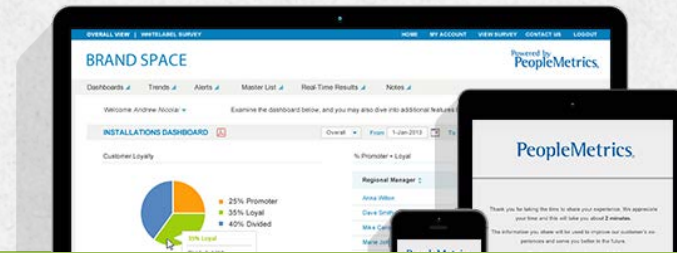


# Feature Guide

## Voice of the Customer Program



### Wows and Woes

- ✓ In-person planning meeting (Kick-off)
- ✓ Company information review and familiarization
- ✓ 1 deep dive Survey\* (customized to client vision)
- ✓ Communication plan, templates, and materials
- ✓ Online survey design and programming
- ✓ 2 alerts (Recover and Recognize)
- ✓ Online hosting and support
- ✓ Up to 10,000 email invites
- ✓ Statistical analysis to identify key drivers
- ✓ Coding of up to 2 open ended questions
- ✓ One Thing analysis report (including recommendations)
- ✓ In-person presentation

### CustomerMetrics

- ✓ 2 touchpoint surveys\*
- ✓ Unlimited SFTP data uploads
- ✓ 5 action alerts
- ✓ 3 online dashboards (Current, Trend, and Text Analytics)
- ✓ Up to 1 million email invitations per year
- ✓ Up to 25 locations or 50 licenses
- ✓ Unlimited push report recipients
- ✓ Single Sign-On (SAML)

#### Plus:

- ✓ Annual in-person presentation
- ✓ Dedicated project manager
- ✓ Monthly calls with customer experience expert
- ✓ Text analytics with quarterly tuning
- ✓ One Thing analysis (Offline analysis report)