SOLUTIONS

Elevate Your NPS with the Activated VoC Solution

Integrating Voice of the Customer (customer feedback) is critical for most businesses. Are you tired of seeing Voice of the Customer (VoC) programs that don’t generate any actionable feedback or useful insights? Are you looking to get tangible results from your NPS®, CSAT, or CES program without replacing everything?

The Alchemer Activated VoC Solution provides a combination of services that allows customers to setup, manage, and act on their business’s critical customer feedback. With Alchemer your NPS (Net Promoter Score), CSAT (Customer Satisfaction), or CES (Customer Effort Score) results automatically trigger the most appropriate responses from the right people, through the systems you already use.

NPS SURVEY
Our pre-configured NPS Survey will help you immediately gather actionable feedback using industry leading practices.

INTEGRATIONS
Connect your VoC feedback directly to your CRM, Enterprise Messaging and Data Visualization Tools to build the most effective feedback systems.

OPEN TEXT ANALYSIS AND TAGGING
Alchemer’s built in open text analysis and tagging capabilities help your organization make sense of your customers valuable feedback.

TAILORED REPORTS DESIGNED FOR YOUR NEEDS
Effective executive and operational level reports tailored for your stakeholders that automatically update with the latest data.

FAST AND EASY
Alchemer onboards, we don’t deploy and implement. So there’s no expensive consulting fees and lengthy implementations to wait for.

DON’T REPLACE EVERYTHING
Alchemer provides the surveys and integrations you need to bring the insights into your data visualization tools so you can correlate customer feedback with other key business metrics.

The Activated VoC Solution includes everything you need to quickly operationalize feedback and close the loop with customers.

Improve your renewal rates and VoC scores

After we implemented the Activated NPS Solution, Alchemer saw:
• 15% increase in Net Promoter Score in 10 months
• 3% reduction in churn in 10 months
• 60% reduction in the number of perceived bugs reported by customers

To see what you can do, call: 800.609.6480.
Alchemer Activated VoC Solution Offerings

Alchemer’s Activated VoC Solution features all the tools your organization needs to integrate feedback into the systems and processes your people use every day to truly bring customers to the core of your businesses.

You could see results like we did:
- A 15% increase in Net Promoter Score in 10 months
- A 3% reduction in churn in 10 months
- A 60% reduction in the number of perceived bugs reported by customers

The Activated VoC Solution includes:

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| Survey                             | **Configured Survey**  
A pre-configured NPS survey that leverages industry-leading practices |
| Reports                            | **Tailored Reports**  
- Executive  
- Operational |
| Respondent Management (Closing the loop) | **Automated respondent actions to delight customers**  
- Tailored routing and processes  
- System configuration user guide |
| Integrations                       | **Route feedback into your existing systems**  
Easy integrations to BI tools, CRM, Enterprise messaging, and email |
| Thought-Leadership Guides (Package) |  
- Great Survey Building  
- Survey Distribution  
- Integrations – Set up and user guide  
- How to update and distribute reports  
- Open-text analysis user guide |

Call your account manager or 800.609.6480 to learn more.