



BUSINESS SERVICES

# Professional Services

## Accelerate Your Speed to Value from Survey Data

Think of Alchemer Professional Services as an extension of your team. These experts are ready when you don't have the capacity to do it yourself or need more technical resources to create a custom solution. We can improve your surveys, or show you the power of integrations and automation. Our experienced team is ready to help you gather the best feedback, turn it into insights, and report and consolidate your data to deliver actionable results quickly.

### THE PROCESS

We start with a **Planning Session** to discuss your goals and create a roadmap based on your goals for collecting, reporting, and integrating feedback.

### SURVEYS

We can help you build advanced functionality into your surveys. We can also help you **Migrate** from other survey providers by rebuilding your old survey or we can help you import your data and migrate it to Alchemer.

### REPORTING

The team can also create custom reports for both individual responses and aggregated results. If you need the data presented in a certain way for your executive team, we can help.

### INTEGRATIONS AND AUTOMATION

We are experts in connecting your feedback into Salesforce and other applications. When we don't have a pre-packaged integration, we use Webhooks and other API integrations to get your data flowing. We can also help you create a website intercept to capture people when they're actively engaged.

### CUSTOM SCRIPTING AND PROGRAMMING

Our team are also experts in customizing Alchemer to do exactly what you need. We can help with data manipulation, question behavior modification (such as expanding the capabilities of question types), customized branding for your survey, and complex scoring of results.



## Want to learn more?

Learn more about Alchemer Professional Services by talking to your customer success manager or calling our team at 800.609.6480.



## Alchemer Professional Services accelerate your speed to value from feedback.

### PROFESSIONAL SERVICES CAPABILITIES

#### Survey building and best practices

- Advanced survey functionality

#### Integrations and workflow automation

- Salesforce
- Website intercepts
- Webhooks
- Other API integrations

#### Custom scripting and programming

- Data manipulation
- Question behavior modification (expanding capabilities of existing question types)
- Customized survey branding (within limitations)
- Complex scoring

#### Reporting

- Custom reports for individual responses
- Custom reports for aggregated results

#### Onboarding and migration from other survey providers

- Rebuilding surveys
- Data imports and data migration

### SAMPLE PROJECT OVERVIEW

#### Determine Business Need

- Distribute surveys with scores, assign scorers, deliver results
- Need ability to assign one or more people to score surveys and send results to admins via reporting

#### Develop Solution

- Build survey with scoring to match customer requirements
- Use actions and automations to allow administrators to assign scorers via email
- Use actions and automations to enable admins to receive subsequent reports via email



Gather Input



Develop Strategy



Collaborate



Begin Development



Deliver Solution



Measure Success

**Need an extension to your team? Get Alchemer Professional Services. Call your customer success manager or 800.609.6480 to learn more.**

**Alchemer**  
Formerly SurveyGizmo

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