

SATMETRIX XPERIENCE

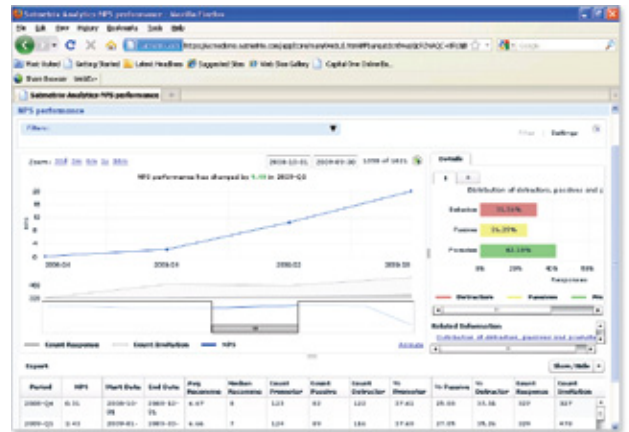
Enterprise Software to Improve the Customer Experience

Set your customer experience program apart with the technology and the expertise that help you drive business growth through increased customer retention, repurchase, and referrals. Our enterprise software collects and distributes real-time customer feedback to drive employee actions so that you can delight customers. Whether you are a business-to-business or a business-to-consumer organization, your employees will have the information they need to manage the customer experience and achieve results.

An Enterprise View Improves the Experience Throughout the Customer Journey

Aggregate the voice of the customer across your business.

- **A central repository** means you need only one solution for enterprise feedback management.
- **Enterprise data integration** adds customer relationship management and financial data to respondent feedback to show the impact that the customer experience has on business performance.
- **Net Promoter Score™ (NPS®)** and satisfaction trends evaluate performance to provide a view of the total customer experience.



NPS Performance

View a trending NPS to assess the health of your company

Ease of Adoption Drives Action with Immediate Access to Information

Role-based information is delivered to employees in their native workflow to encourage timely action.

- **E-mail/Outlook integration** delivers real-time alerts and captures actions to resolve customer issues quickly.
- **PowerPoint integration** provides a scalable way to create and distribute dynamic or static role-specific reports.
- **Comment intelligence** automatically uncovers the root cause behind customer comments and makes it easy to identify actionable insights.

Embedded Expertise Leverages Our Knowledge from Hundreds of Deployments

Satmetrix has integrated our best practices to help you build a successful customer experience program.

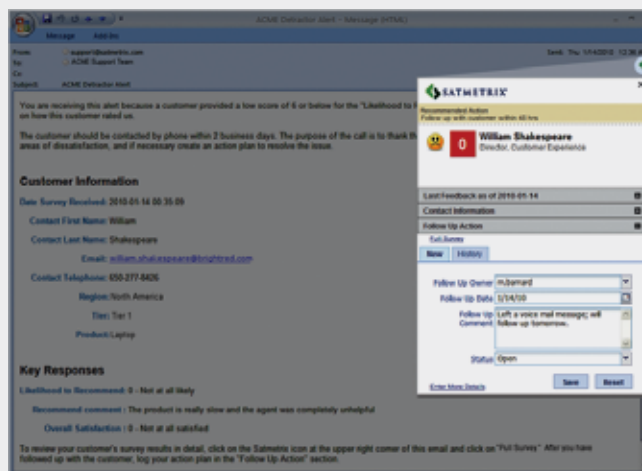
- **Library of best-practice questions** helps you design effective questionnaires to ensure actionable feedback.
- **Satmetrix® thought leadership resources**—like webinars and case studies—help you accelerate success.

Create Promoters, Reduce Detractors, and Drive Growth

Listen continuously to customers to identify Detractors, Passives, and Promoters and use that information to drive actions across your organization. With Satmetrix Xperience™, one application monitors the customer experience across your entire business. Interactive reports—like action aging and key drivers of loyalty—deliver insights to frontline employees, managers, and executives. Immediate alerts sent to employees are fully integrated with Microsoft Outlook to deliver customer feedback and ensure that employees respond quickly to customer demands. Real-time, permission-based reports are created and delivered directly within PowerPoint, making information instantly available across the enterprise.

Key Product Features

- **Dashboards and role-based reporting.** View dashboards and create push reports using roles and restrictions.
- **Action Management.** Real-time alerts are distributed to employees, enabling immediate follow-up to address customer issues.
- **Search.** Easily find the information you need in respondent feedback, by contact or on the Satmetrix website.
- **Powerful integrations.** Salesforce.com®, Siebel OnDemand®, Microsoft Outlook and PowerPoint and Web services.
- **Questionnaire designer.** Access to create, edit and translate your questionnaires, invitations and reminders.
- **Flexible reporting.** Filter by segment, region, product and more to easily slice data and reveal insights.
- **Software-as-a-service (SaaS) delivery.** Provides a standards-based, highly available and secure platform for your application.



E-mail Alert

Receive real-time alerts and capture closed-loop actions within your e-mail.

Professional Services and Business Consulting

Our certified professionals leverage our best practices from hundreds of implementations to design, maintain, and innovate your program. You have the flexibility to choose the level of services that are right for your company.

About Satmetrix

Satmetrix is the leading provider of successful customer experience management programs and the co-developer of Net Promoter.® We offer a winning combination of software-as-a-service (SaaS) and best-practice consulting that delivers actionable customer feedback to drive growth, increase business agility, and amplify positive word of mouth. Satmetrix has a proven track record of accelerating the success of large-scale, integrated customer experience programs with more than 700 enterprise deployments in 40 languages.

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