

# XPERIENCE® PRO

The Software Answer to the Ultimate Question

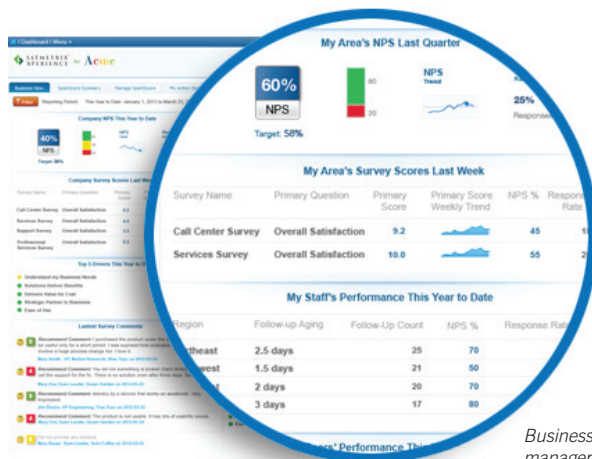
Achieving Net Promoter® success is not about the question you ask... it's what you do with the answer.

## Fast. Powerful. Complete. Comprehensive action-oriented technology, not passive analytics.

Satmetrix Xperience® Pro is the most comprehensive solution delivering the four things you need to do – and do well – to build a successful customer experience using Net Promoter. Impressively powerful and flexible, Xperience Pro is cloud-based technology developed solely for the customer-obsessed enterprise operating the most complex Net Promoter programs. It features the most powerful customer engagement tools, reporting, analytics, and multiple survey capabilities - everything you need to get actionable results in as little as six weeks.

### Reduce churn and build stronger customer loyalty

Recover and build greater customer value by being alerted and responsive to issues raised by both detractors and promoters. Transform customer opinion and cultivate loyalty through fast response. Our real-time feedback system identifies at-risk customers or segments and prioritizes them for immediate follow-up action.



Business View gives managers a centralized display of key, actionable information.

### Empower loyal customers to promote your brand

There's nothing more powerful than an evangelistic customer. Promoters – those most likely to recommend you – are not merely more valuable as buyers; their effect on those around them is profound. We give you unique tools to empower promoters to share their opinions through social media and other content.

### Generate more powerful customer insights to drive success

If you don't know, you can't act. Hearing what your customers are saying – to you, and about you – and analyzing that sentiment meaningfully produces more than just data. It creates insight that drives action to improve your customer experience – the interaction with your business that influences recommendations.

### Drive customer obsession through accountability

Companies who think about their customers more than about themselves are the ones who achieve true Net Promoter success. To drive this fanatical customer focus throughout your business, Xperience Pro gives you the tools to provide accountability and customer-first thinking across departments and roles, from top to bottom.

## Xperience Pro is software that does Net Promoter right.

It was developed by Satmetrix, the co-creator of Net Promoter, the manager of the largest community of Net Promoter practitioners in the world, and the leader in translating Net Promoter into practice and success through technology and expertise.

We know better than anyone that when it comes to Net Promoter success, asking the question is easy... it's acting on the answer that's hard. And that's where we come in.

Only Satmetrix has the Software Answer to the Ultimate Question.

“**Philips has a rigorous top down NPS practice. Satmetrix**

**Xperience Pro made it very easy to automate our processes, reinforce our Customer**

**Experience best practices and align with our business goals.”**

Regina Hancher  
Director of Customer Experience, Philips Healthcare

“Closing the loop is part of the customer-centric cultural shift within our organization. Xperience’s notification of low customer sat scores put the awareness and accountability right in the hands of the appropriate manager, and automates the tracking of detractor follow up.”

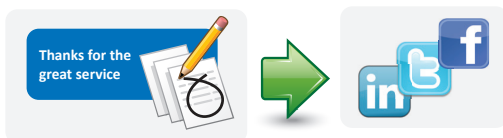
Regina Hancher  
Director of Customer Experience  
Philips Healthcare

## Xperience Pro is part of Satmetrix Net Promoter in the Cloud.

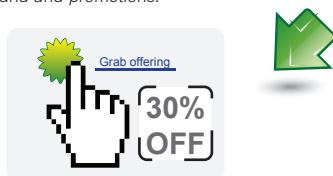
Satmetrix Xperience Pro enables you to implement a Net Promoter program quickly and with actionable results. Xperience Pro leverages our best-in-class templates, proven best practices, and multiple survey capabilities combined with the performance your large enterprise needs.

### Mobilize Promoters

Make customer evangelists your biggest asset.



Surveyed Promoters share your special offers through their own social media applications creating broader access to your brand and promotions.



- Interactive prompts empower Promoters to share their feedback through social media.
- Social offer sharing allows you to extend discounts, trial offers, and invitations to reward loyal customers and generate leads.

### Text Analytics

Move beyond words, get to meaning. What are your customers really saying?

- Automated comment categorization and sentiment tagging lets you understand in real time the themes and trends customers are talking about so you can take immediate action. Available in 8 European languages.
- Advanced search capability lets you view detailed segment results *ad hoc*.

### Flexible Survey Configuration

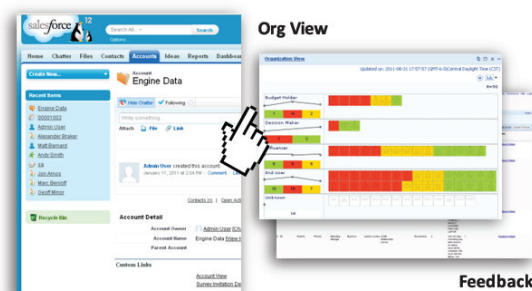
Apply our best practices to create the best results.

- Mobile capabilities let your customers respond from smartphones and tablets (iPhone, iPad, Android, and Blackberry).
- Multiple languages, including Right to Left such as Hebrew and Arabic, support global programs.
- Multi-modal data collection, including pop-up surveys, accurately captures the voice of your customer.

### Alerts and Action Planning

Rescue detractors, build customer value, and improve responsiveness.

- Configurable alerts and complex rules, based on a combination of questions and demographics, ensure alerts and notifications are sent to the right owners.
- Microsoft Outlook® is fully integrated, plus access is available through the application, so the workflow works the way you do.
- Action owners can see feedback in depth and breadth, then follow up and document the interaction.



SalesforceConnect integrates customer feedback with your CRM system.

### Role-based Action Reporting

Get the right information to the right people, from top to bottom, for faster results.

- Business View for Managers summarizes trends against targets, comparison to peers, answers key questions and drives accountability top of mind.
- Performance Scorecard for Key Accounts provides a single view of health and risk for Account Managers. Exportable to Powerpoint or PDF.
- NPS Compare lets you compare NPS by office, by region over time.
- Report across survey programs and filter by region, product, account tier, call center and individual - so each user has the right dashboards and charts with the most relevant data to act upon.
- Microsoft Powerpoint® integration lets you create and distribute updated and role-appropriate data to key stakeholders easily.

#### Contact Satmetrix

E-mail us at [info@satmetrix.com](mailto:info@satmetrix.com) or visit us at [www.satmetrix.com](http://www.satmetrix.com)

**Global Headquarters**  
1100 Park Place  
San Mateo, CA 94403  
TOLL-FREE:  
888.800.2313

**European Headquarters**  
3rd Floor, Colet Court  
100 Hammersmith Road  
London W6 7JP  
United Kingdom  
PHONE:  
+44 845 371 1040

**New York**  
450 Seventh Avenue  
New York, NY 10123  
PHONE:  
646.935.3500

**Paris**  
112, avenue Kleber  
75116 – Paris cedex 16  
France  
PHONE:  
+33 1 47.55.3000

**India**  
G1, Thejaswini Technopark  
Campus  
Trivandrum, Kerala 695581  
India  
PHONE:  
+91 471 401 6700

