

This document outlines the new functionality that was announced in the previous release and which will be made available in Clicktools during April 2010:

Available in week beginning 5 April:

- Document upload
- Improved support for right to left languages/scripts.

Available in week beginning 19 April:

- Same page conditions

Document upload

A new question type called “Document” is now available in Clicktools. When included in your content, the respondent can select a document and ‘attach’ it to their submission by using a ‘Browse button’.

This is intended to provide organizations with the ability to capture documents that form part of their business process. For example, collecting screengrabs as part of a support or case request or enabling a job applicant to send you their resume/CV.

Once captured the document may be accessed through a link in Clicktools and transferred in to your CRM. Clicktools will automatically transfer a link or document depending upon the CRM object and field type.

All document types are supported and the maximum file size allowed is currently 5MB. Settings available against the question include the ability to dynamically upload the document at the time of selection (default) or at the time Next/Submit is pressed. At an organization level, you can choose to set documents access to Public (default) or Private. When set to Private, anyone wishing to access the document must use a Clicktools login.

Use of documents is available free of charge subject to a fair use policy (please see below). Additional storage is available and pricing will be determined by number of documents, total storage required and expected downloads. Clicktools expect to provide further monitoring and packaging of storage in future releases.

Fair use policy

Note: Each user is limited to a maximum of 5GB storage (~10,000 documents of 500KB) and 10GB download (~20,000 downloads). Please contact Clicktools to discuss pricing if you require additional capability. If any user/organization exceeds this fair use policy they will be contacted and asked to reduce/limit usage. Continuing to exceed this policy will result in either charges or withdrawal of the feature. Clicktools reserves the right to charge for this feature in future.

In the example of a closed case chaser below, you can see how the upload is presented to the recipient:

Case number: 00001317, subject: My widget is not working.

I am sorry we have not answered your question, please tell us what you need to know:

Please provide any supporting screenshots etc. that will help us to understand your question further. Select a file using the browse button below. Max file size is 5 MB.

Please describe what you are sending us

When you click the Submit button, the case will be re-opened and an agent will contact you shortly.

Once the document has been uploaded the name of the document appears. You may also want to consider asking the recipient to provide a description of what they are sending to aid identification in your CRM:

Case number: 00001317, subject: My widget is not working.

I am sorry we have not answered your question, please tell us what you need to know:

Please provide any supporting screenshots etc. that will help us to understand your question further. Select a file using the browse button below. Max file size is 5 MB.

ban_09_appx_cust_awards_badge2.gif - 11.76KB

Please describe what you are sending us

A pic showing Clicktools won 09 Customer Choice Award

When you click the Submit button, the case will be re-opened and an agent will contact you shortly.

Improved support for right to left languages/scripts

Presently, Clicktools only provides limited support for left to right languages/scripts (Arabic, Farsi, Hebrew and Urdu). Adjustment of questions and text was manual and controls (such as buttons) were displayed left to right.

Now, when content is deployed in right to left language/script, Clicktools will automatically adjust content and controls to display right to left.

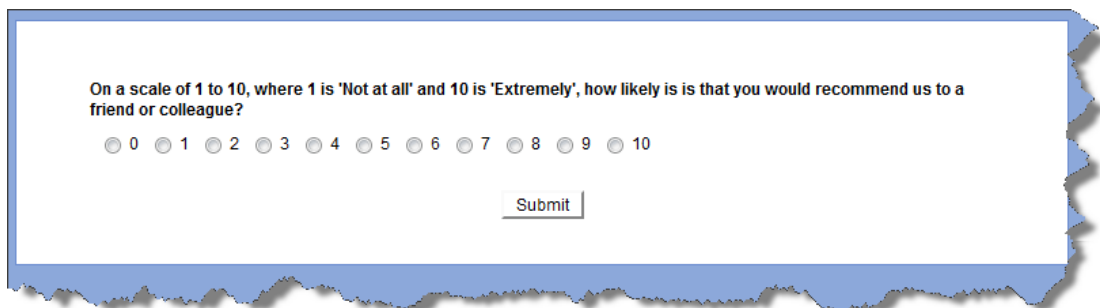
Same page conditions

Clicktools includes a very powerful condition capability but currently, for the conditions to work a page break must be placed between the question(s) driving the condition and the content that is displayed/hidden.

With the new release a page break is optional for radio, checkbox and drop type question (including 'multi'). This means that content can be displayed/hidden on the same page as the question(s) that drive the display of that content.

This feature is particularly suited to call-scripting where required content can be presented to the agent as questions are answered and complex one page surveys/forms where the recipient sees only the content that it is necessary for the respondent to complete.

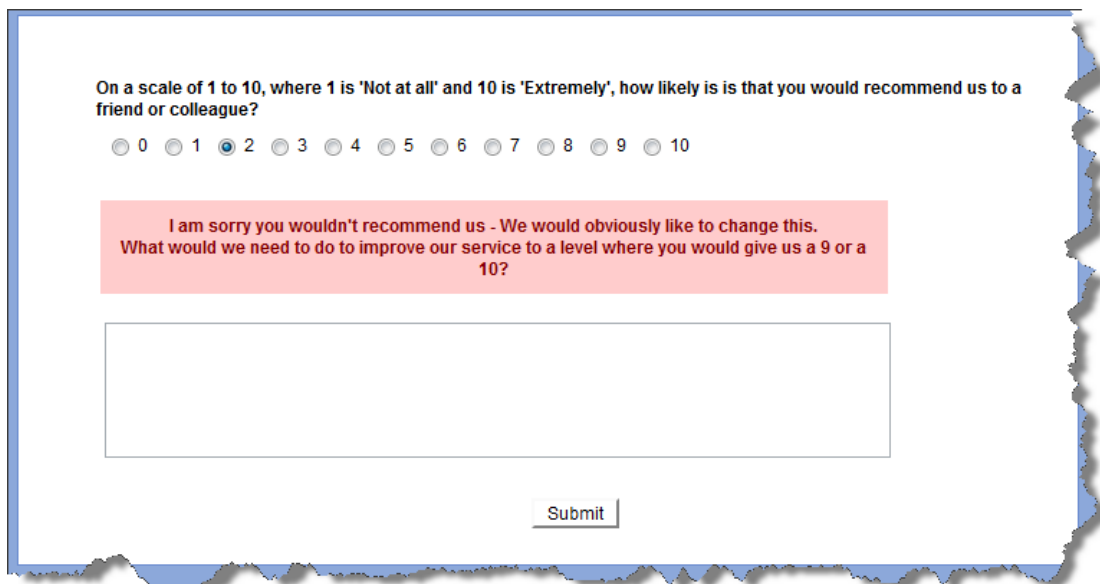
In the simple example below, we see that when the recipient first sees the survey he sees one question:



On a scale of 1 to 10, where 1 is 'Not at all' and 10 is 'Extremely', how likely is it that you would recommend us to a friend or colleague?

0 1 2 3 4 5 6 7 8 9 10

Then, when the recipient selects an answer (in this case a '2'), a further message and question is displayed:

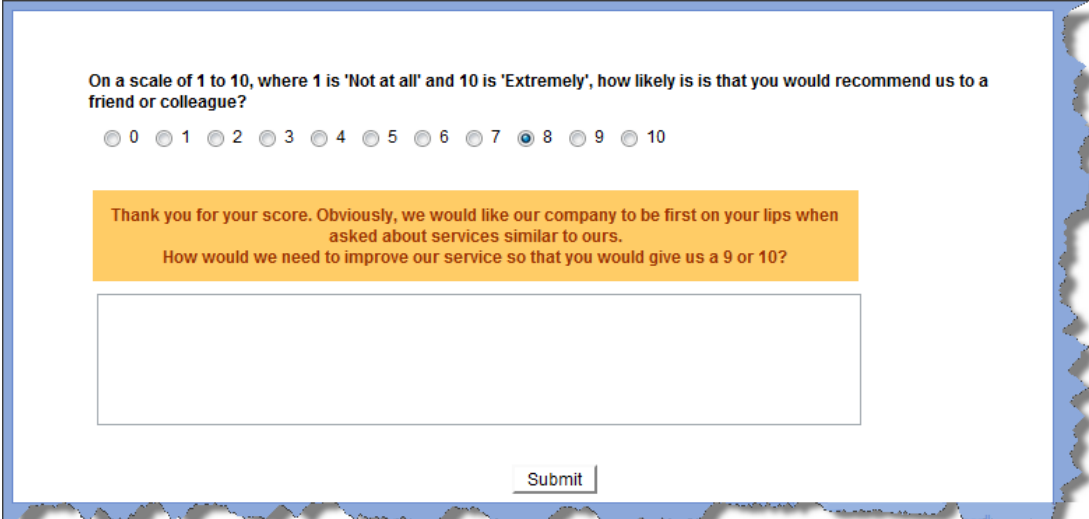


On a scale of 1 to 10, where 1 is 'Not at all' and 10 is 'Extremely', how likely is it that you would recommend us to a friend or colleague?

0 1 2 3 4 5 6 7 8 9 10

**I am sorry you wouldn't recommend us - We would obviously like to change this.
What would we need to do to improve our service to a level where you would give us a 9 or a 10?**

Conversely, if the recipient selects an '8', a different message would be displayed:



On a scale of 1 to 10, where 1 is 'Not at all' and 10 is 'Extremely', how likely is it that you would recommend us to a friend or colleague?

0 1 2 3 4 5 6 7 8 9 10

Thank you for your score. Obviously, we would like our company to be first on your lips when asked about services similar to ours.
How would we need to improve our service so that you would give us a 9 or 10?

This is only a simple example, and there is no limit to either the complexity of the conditions or the amount of content that can be displayed or hidden. You can combine same and different page conditions in one script/survey and amount of content you decide to show/hide on the same page should ultimately be determined by the quality of the recipient's experience.

Further examples of all three new features will be available via the help and through the blog (<http://blog.clicktools.com>)