

Overview

This Spring 2013 release of the Clicktools solution builds on the existing architecture, providing additional features, increased performance, and an enhanced user experience.

In an on-going effort to make it faster and easier for you to collect, centralize, and act on customer interactions, leveraging the power of CRM, we offer you this latest version of Clicktools.

New & Enhanced Features

When you next log into Clicktools, you will find the following new and enhanced features.

User Experience – Enjoy Enhancements to Usability

- **Synch Error Alert Emails:** Quickly resolve integration mapping errors with synchronization alerts to your email. When a synch fails, your chosen user(s) will receive an email explaining the problem and what to do next. This feature is available in Team edition and above. [Learn more here.](#)
- **Bounce Back Report:** Understand why your Clicktools emails have been rejected with the new Bounce Back report. Via the Deployer Email History page, you can now export details of all bounced emails to a file, so that you can analyze and correct data, such as email addresses, to reduce the number of future bounces. [Learn more here.](#)
- **Increased Speed:** Notice improved performance, especially when building large surveys and complex mapping.

Integration – Leverage Tighter Ties to CRM

- **Improvements with MS Dynamics:** Utilizing MS Dynamics v 2011 API, Clicktools now enables support to work with Office 365.
- **Define Language in Salesforce Report Deployment:** When deploying surveys using Salesforce report deployment, it is now easier to deploy in multiple languages. The language to deploy each survey comes from a

column in the Salesforce report, which is specified by you. This feature is not immediately available, but coming soon (early Q2).

Added Value – *Do More with Less Time & Effort*

- **Check Spelling:** Take advantage of Spell Check in the WYSIWYG editor when writing questions and email content to reduce errors in your surveys. [Learn more here.](#)
- **Response Loader:** Centralize batches of customer data into your CRM at the touch of a button. The Response Loader imports any type of response data from a file into your defined surveys. This feature is available in Clicktools Team Edition and above. [Learn more here.](#)
- **Multi-Image Upload:** Save time by uploading multiple images at a time. Please note that this feature is not available if using Internet Explorer as your browser.

Additional Support

- [Send feedback on the Clicktools solution.](#)
- Contact your Customer Success Manager at Acctmgt@clicktools.com
- Give us a call at US: 1-800-774-4065 or UK: 0800 0432587

About Clicktools

Clicktools provides SaaS solutions that leverage CRM to collect, centralize, and act on customer interactions. Since 2001, Clicktools has helped organizations of all sizes and across industries improve customer experience. Thousands of marketing, sales, and support professionals worldwide use Clicktools to collect information through surveys, scripts, and forms; centralize the data in CRM; and act on insights to deepen customer relationships. Notably, Clicktools was the first survey provider to integrate with Salesforce.com and was an original member of the AppExchange. The company is privately held with headquarters on the South Coast of England and a US-based office in Phoenix, Arizona.