Summer 2013
Clicktools Release Notes

Overview
This Summer 2013 release of the Clicktools solution builds on the existing architecture, providing additional features, enhanced functionality, and improved performance.

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*
- **Improved Performance:** Notice improved performance, especially when editing large surveys with complex groups and conditions. For example, when editing a survey with approximately 300 questions, response times may be improved by up to 50 percent.
- **Expanded Searching:** Take advantage of newly expanded search capabilities to quickly locate templates and images, in addition to surveys. For survey searches, you can now search by URL if you don't know the title. You'll find the Search field on every Clicktools page in the upper right-hand section, under the header menu. Learn more >
- **Change Question Types:** Save time and effort by changing question types without having to recreate the question. This allows you to modify the survey without losing the question text and/or options related to the question – particularly beneficial when large amounts of text have already been entered. Note that if the survey has previously completed responses, those will be permanently deleted and will not be retrievable through the recycle bin. Learn more >
- **Better Support for New Users:** Get faster results and return on your Clicktools investment with instant access to Getting Started guides and videos. Also, check out the new Welcome splash screen, accessible on the homepage Quick Tasks list to take a tour and peruse some great introductory info.

Integration – *Leverage Tighter Ties to CRM*

- **Mapping Question Text to CRM:** Now you can map question text from your survey right into your CRM records. In situations where you want to see the question in addition to its responses, use this new option, available from the Deployer tab on the Map page. Choose Question Text when selecting the Clicktools items to map. Note that this feature works for your default language questions only. Learn more >

- **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.

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

- **Schedule Reminder Deployments:** Improve response rates by automatically reminding people to take your survey. Available in the Team and Enterprise editions on the Deployer tab, under Email History, you can now create a new or edit an existing scheduled email reminder by clicking the Scheduled Reminders button. Set up repeated reminders (daily/weekly/monthly) or schedule a reminder to take place on a fixed date and time. Learn more >
- **Answer Piping into Subsequent Questions:** Create a more personal experience for respondents, increase the number of completed submissions, and collect more granular results using enhanced answer piping (i.e. automatically populating question options with previously collected answers / data). New piping capabilities allow you to pipe answers into subsequent text question types, specifically List and Checklist question options. In the Builder, you would use the same syntax as piping information into question descriptions. Learn more >
- **Export Responses to SFTP Site:** Integrate to more than just CRM by exporting to an SFTP site. You can also automatically schedule a file export(s) to a predefined SFTP server. In the Team and Enterprise editions, this feature is available in the Analyzer tab, under Export, and can be enabled within the Schedule Settings section. Learn more in Help or watch a short (two-minute) video on this feature.
- **Document Upload Increases:** Enterprise edition users can now upload larger documents and files, the default being 15MB per page.
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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.