

RELEASE NOTES

June 14, 2015

Overview

This release of Clicktools focuses on adding deployment options to our multimode approach and includes:

- IVR deployment to complete surveys over the phone
- SMS deployment to send mobile survey links to smart phones
- SMS alerts to receive important notifications
- Litmos deployment to send follow up surveys to people who have taken an online training course

Login to SURVE via the link in Clicktools System Messages or by going to <https://app.surve.com/a>

Functionality described in this document is only available in SURVE.

From this release, not all new functionality will be included in Clicktools.
The development team will only address severe Clicktools bugs with no workaround.

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Multimode Deployment



This may be a new concept for some but it is what Clicktools has been offering for years. Multimode simply means that a single survey can be deployed in many different ways without having to create many different surveys. Most importantly, one survey doesn't have to take hours or sometimes weeks to consolidate reports and there is only one survey to maintain.

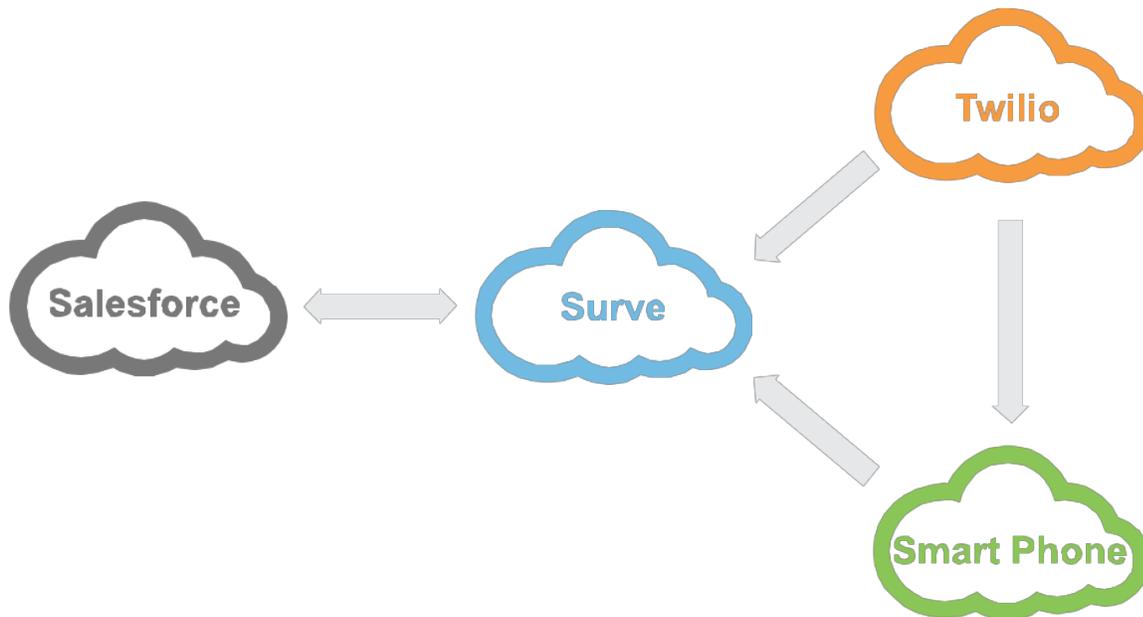
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SMS Deployment

First let's talk about why SMS deployment is so important. Here are a few facts that should make it clear:

- Approximately **5.1 billion out of the 6.8 billion** people on Earth own a mobile phone
- The average response time is **90 seconds** (90 min for emails)
- Around **98 per cent of all SMS** messages are opened, but people only look at 20 percent of emails.



Clicktools allows you to send your survey links via text messages to customers with a smartphone. Setting up the deployment is very similar to sending an email and can be scheduled or sent manually. SMS deployment would be great for:

- Any mobile survey
- Invites or event registration
- Field service updates
- Marketing campaigns

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For more information on SMS deployment [click here](#).

AW Demo Change ▾

Web deployment

Offline web deployment

Surve email deployment

Salesforce report deployment

Contacts for third party deployment

Clicktools SMS Deployment

Create SMS Deployment

Use this form to set a title and description for your deployment. You can also send a test SMS message to any

Respondent data

Title

Confirm

Select contacts from the table below.

Filter View Edit Remove Save

Show rows: 50 ▾

PHONE NUMBER	FIRST NAME	SURNAME	ORGANIZATION	COUNTRY
<input type="checkbox"/> +17738599100	Daisy	Alice	DA Incorporated	
<input type="checkbox"/> +447738559598	Emily	Rose	Cloogle	
<input type="checkbox"/> +447739589108	Andrew	Walker	Clicktools	

Cancel Back Next

SMS Alerts

SMS Alerts expands on the Clicktools Actions functionality and gives you the ability to send alerts via text as well as email, so you are able to react even faster to a customer's response. For example, you could get a text when a customer responds to a survey and gives a low score, a really glowing review, or checks "yes, please call me."

Surveys Builder CRM Integration Deployer Analyzer Extensions Templates

Distribute Actions Email History + Add New Action

AW Demo Change ▾

Type: Entry (0) Exit (1)

Show rows: 5 ▾ 1 ▾ of 1 < >

TITLE	ACTIVE	DATE MODIFIED
Detractor Alert (<7)	<input checked="" type="checkbox"/>	13 Oct 2014

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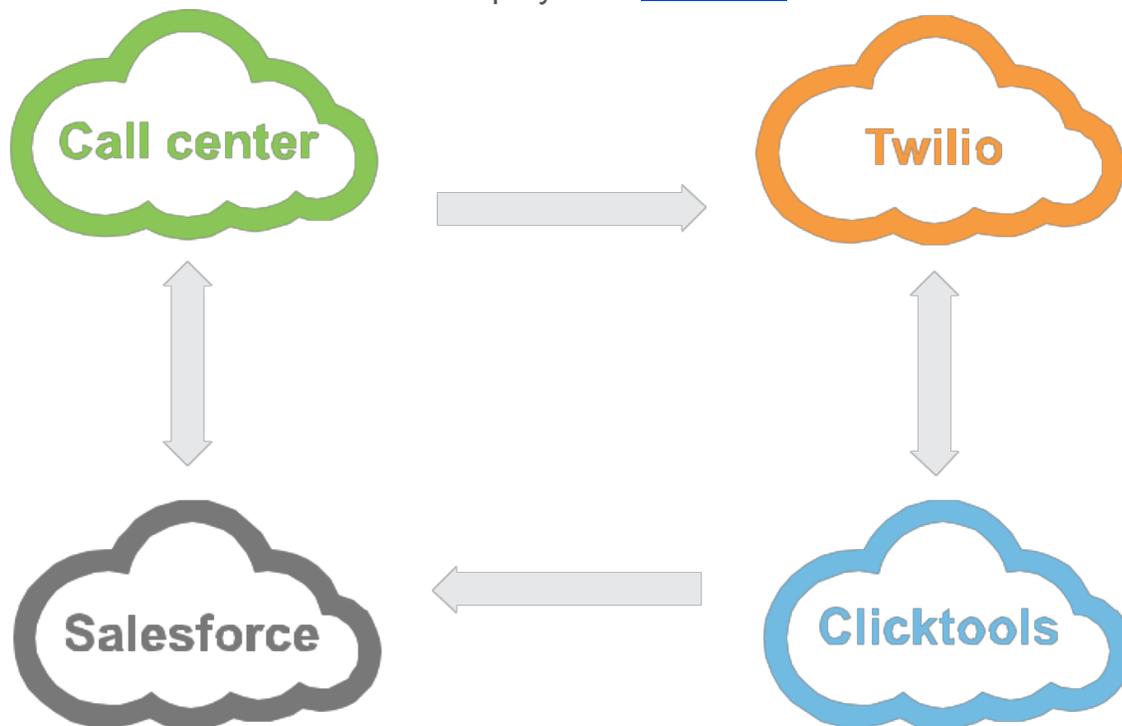
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IVR Deployment

IVR deployment is less restrictive and historically produces the most unbiased and uninhibited responses. Clicktools makes it easy to take any form or survey and allow customers to call a phone number to respond. You could also transfer them to the survey at the end of a call. You could also add a number to other communications like a receipt or an email asking for feedback, marketing campaigns (i.e., call this number to win a tablet), or market research.

- IVR surveys automatically generated from any survey/script
- Any language
- Drive from inbound call (e.g. from call center)
- Results available immediately
- Pass information directly into CRM

For more information on IVR Deployment [click here](#).



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Litmos Deployment



Clicktools would like to introduce everyone to one of the other CallidusCloud products, the learning management system (LMS), Litmos. All Clicktools users now have a new deployment method that gives you access to your list of customers that have completed an online training course in Litmos.

Litmos allows you to easily create & manage online training programs that help you:

- Improve the training experience
- Keep employee training current
- Onboard new employees faster
- Offer simple, easy to use, online training to your customers that is available 24/7

For more information on Litmos deployment [click here](#).

We hope you enjoy using SURVE. Please login via the link in the Clicktools system messages or by going to <https://app.surve.com/a>.

SURVE is in Beta. To improve it, we need your feedback. Please share your ideas by clicking the 'SURVE Feedback' button in the footer of SURVE, speaking to your Customer Success Manager, or clicking this [link](#).

You can access SURVE at your convenience and can switch between Clicktools and SURVE at any time until the Clicktools interface is removed in 2015 (planned for Q3).