

## Overview

This February 2016 update to Clicktools:

- Ensures you will never miss another Clicktools notification.
- Enterprise organizations can share and use more modern looking dashboards.
- IVR - (interactive voice response) deployment – now supports toll free numbers.
- Filter data with one click from the new question response table.

## Message notification flag.

Located in the top right hand corner of the application, a new product notification flag will indicate when unread messages need your attention.



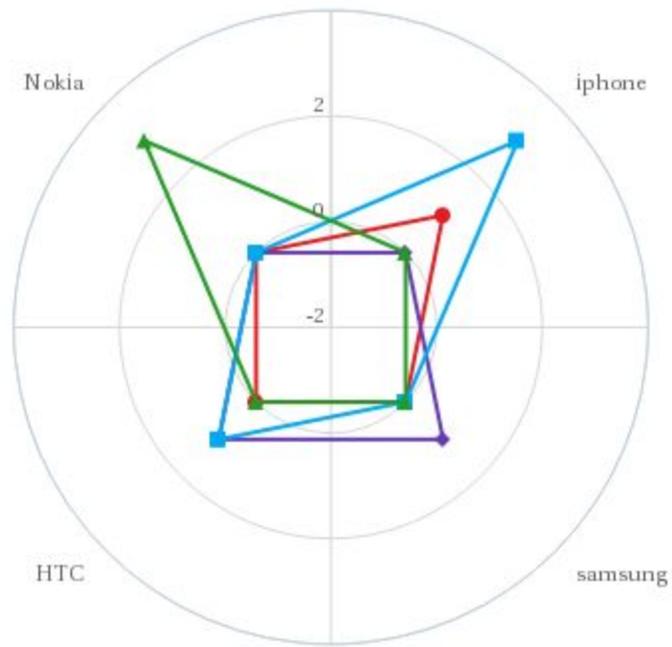
## Improved Dashboard charts

Dashboard reporting will utilize the new modern and professional charts that Analyze> Questions currently uses. This will follow through wherever Dashboard charts are available including viewing and emailing.

All you need to do to get the new charts for existing dashboards is to refresh your existing dashboard!

Here are some examples of the improved charts.

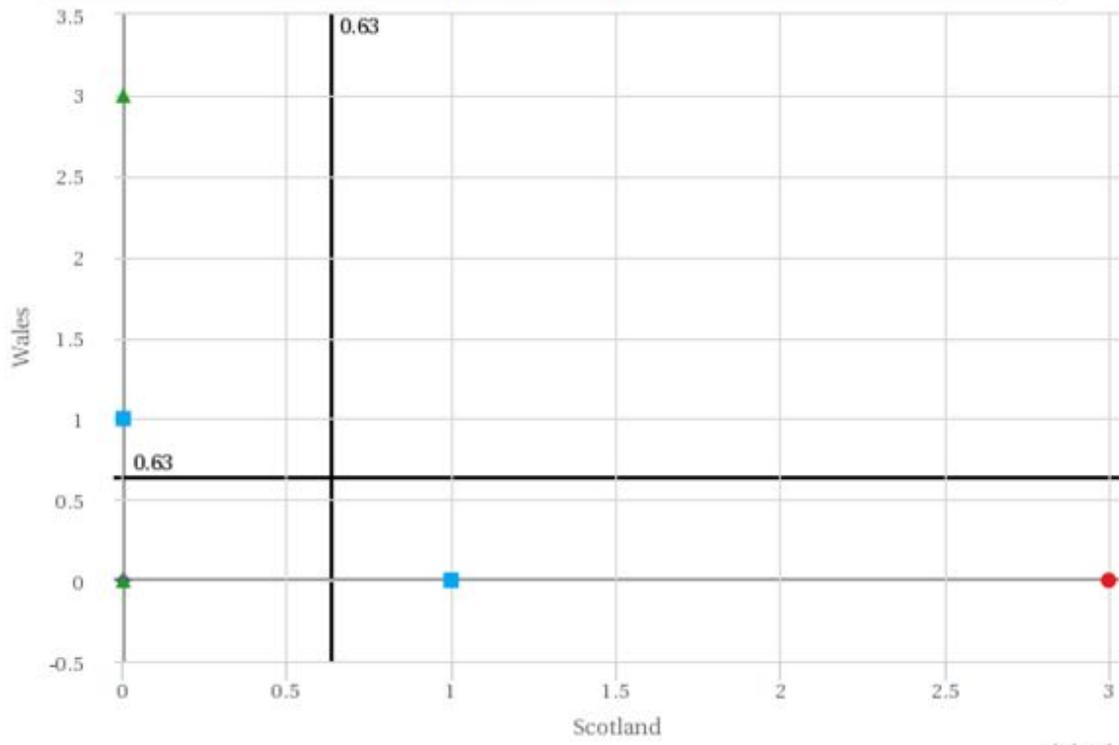
spider chart - email



- Scotland
- Wales
- England
- Northern Ireland

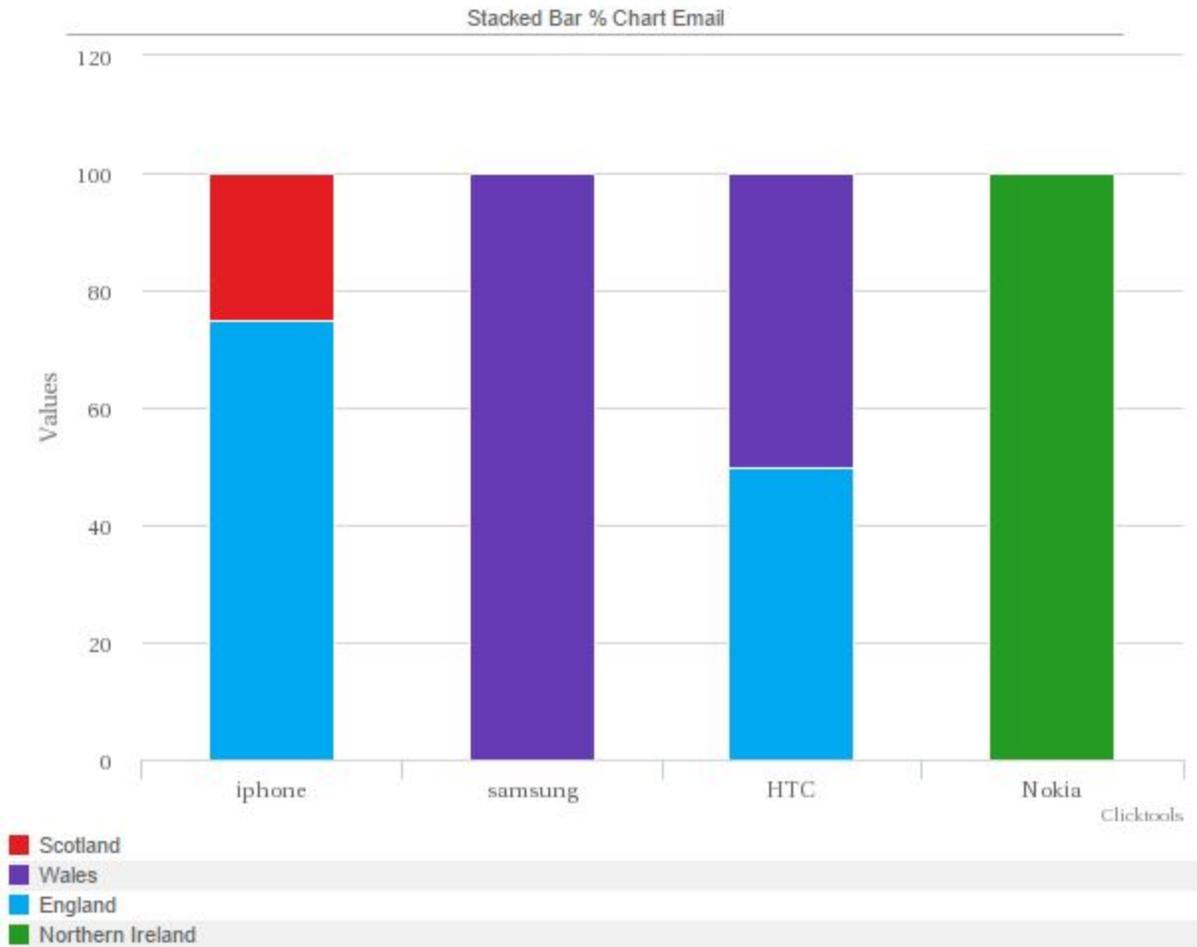
Clicktools

scatter chart - quadrant email



Clicktools

- iphone
- samsung
- HTC
- Nokia



**IVR - (interactive voice response) now supports toll free numbers.**

Discover new possibilities for deploying surveys to reach your customers wherever they are and how they want. Beyond the standard web and email deployments, Clicktools provides cutting-edge delivery options such as sending IVR (interactive voice response) surveys.

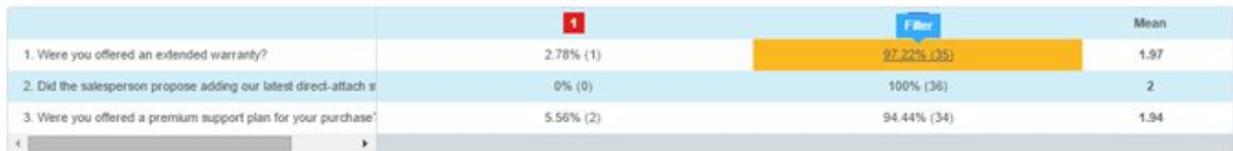
IVR surveys are historically a truer view of the customer experience. IVR surveys produce the most unbiased and uninhibited responses. Now your respondents don't have to worry about calling a local number because we can support toll free numbers.

**Analyze > Questions has become easier to use.**

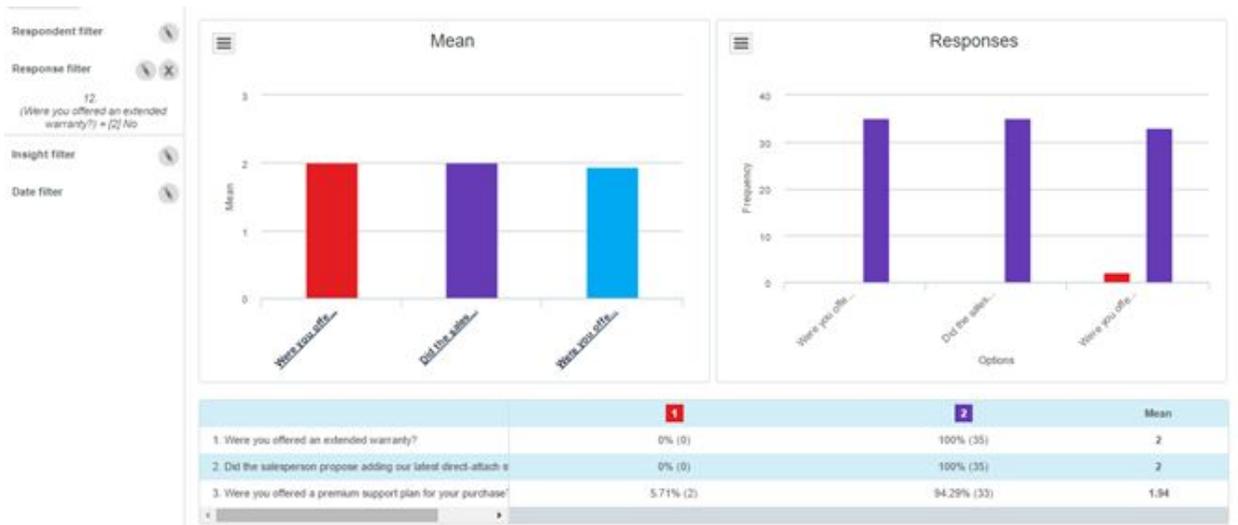
We have added functionality into Analyze > Questions to include a response table allowing the use of quicker and easier filtering and a detail page in case of numeric and multi numeric question types.



By hovering over an option in the statistical table you can easily filter on your results.



By clicking on the option you want to review, Clicktools will automatically filter out those results.



In case of a numeric or multi-numeric question type, we provide a details page to show you the values that make up the summary.

Select the numeric question in Analyze > Questions and click on the detail link.

1. Enter a single numeric value View

Enter a single numeric value [-]

49 49 (100.00%) 45 (91.84%) 8.16% 0.00 (0.00%)  $\bar{x}$  26,470.29  $m$  455.00  $s^2$  56,260.29  $ci$  16,438.11  $1-n$  0.00-234,324.00

10/24/14 10/24/14 10/24/14 1/29/16

Data: Summary Detail

Average	26,470.29
Highest	234,324
Lowest	0.21
Standard deviation	56,260.29
Response	45

Data: Summary Detail

Showing 1 to 40 of 45

- 5
- 89789
- 90890
- 45
- 99
- 99
- 9000
- 8978
- 22
- 56
- 455
- 87
- 99
- 90
- 9
- 1

This will allow you to easily evaluate your numeric data.

## Maintenance update

The following fixes are being applied:

### **Bug**    **Comment**

	<b>List of tickets corrected in this release</b>
#268	Pre-populated urls work correctly when using a vertical line and a comma in the parameters.
#348	Powerpoint charts have had some improvements made on formatting of the header.
#405	Improvements have been made to the loading time of the email deployment wizard pages when deploying to Clicktools contacts.
#416	Analyze > Questions: Improved formatting and display of labels by removing 0% labels.
#417	Export now runs successfully.
#458	Fix to Scheduled SF email deployment - empty email report is now being picked up when a different report is initially selected.
#509	Non-scheduled SF Email Deployments are now being sent to all of the selected contacts.
#533	Scheduled export no longer returns blank reports.

## Safe Harbor

This presentation may contain forward-looking statements that involve risks, uncertainties, and assumptions. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, the results of CallidusCloud could differ materially from the results expressed or implied by the forward-looking statements made. All statements other than statements of historical fact could be deemed forward-looking statements, including any projections of product or service availability; any statements concerning new, planned, or upgraded services or developments.

