

PROFESSIONAL SERVICES PROGRAMS & BENEFITS

Real success requires more than powerful software.

Every technology implementation demands a combination of clear requirements, project and change management, training, and more. Handling this in-house can be tough, if not impossible, given the pressure of everyday workloads. Clicktools Professional Services helps you overcome those challenges, so that your feedback program is both an immediate and long-term success.

Let's work together to solve these common problems:

Competing internal priorities:

If you can't redirect resources to work on the customer feedback project, every day of inaction has financial consequences. We firmly believe that a modest initial outlay for services far outweighs the risk of pausing your feedback channels over periods of delay.

A steep learning curve: If you've never designed a feedback program before, there's frankly a lot to learn. Let our experts put you on the fast track by guiding the work of understanding the customer journey, designing strategic surveys, determining follow-up actions, and configuring useful reporting.

Wary of poor outcomes: If a former feedback project didn't deliver the expected results, some organizations will undervalue its worth. Allow our services team to build a program that delivers real value and proves the importance of capturing the voice of the customer.

Key Benefits

Clicktools Professional Services are designed to help you gain a rapid return on your investment in Clicktools.



CREATE POWERFUL EXPERIENCES

By working through our five-question model, we get the answers needed to build and measure a great customer experience.



IMPLEMENT BEST PRACTICES

Take advantage of the hundreds of projects that we've distilled into best practice models that ensure your programs are leading edge.



SPEND LESS TIME

We take the heavy lifting of building your solution, so that you're up and running quickly as designed.



LIGHTEN YOUR LOAD

Whether it is initial implementation, covering a short term need, or managing a whole program, we do the work to make your life easier.



DELIGHT YOUR CUSTOMERS

Your priority is to focus on understanding and improvement of your company's customer feedback. Let us do the rest.



RETURN VALUE QUICKER

Because we know the shortcuts, the must-dos, and the gotchas, we can use that expertise to deliver value quicker from your solution.

Speak to one of our CX consultants/experts now to see how we can help

+1-800-774-4065 | success@clicktools.com

Design

We have concentrated 15 years of experience implementing successful feedback solutions into a **Customer Feedback FrameworkSM**. This proven methodology is built around five simple but highly effective questions, linking measurement and feedback to your customer journey(s). Using a combination of workshops, research, and solution design, we will lead you through these key questions to deliver a blueprint for a comprehensive feedback process and solution.

Implement

To speed delivery and optimize your solution, let our implementation experts take on the work of building your end-to-end solution. Like hundreds of other organizations, we can help you:

- Build your Clicktools surveys and forms.
- Automate multi-channel deployment processes.
- Integrate feedback with CRM and other core enterprise systems.
- Build role-relevant reports and dashboards.
- Train teams to create and run successful feedback programs with Clicktools.

Manage

Leveraging what we call “Feedback as a Service (FaaS),” you allow us to manage every aspect of your feedback program, including deployment activities, administration of integrations, quarterly solution health checks, and delivery of periodic insight reporting. Because you have someone that knows your solution in detail, you have a partnership that ensures your program is managed effectively, stays fresh, and properly utilizes new features and functionality.

Key Benefits



DIY to DI4Y

You can choose from flexible options for training and support that enable you to do everything yourself. Or, go for full-service management of your program by our experts.



Fixed Price

Like you, we prefer fixed price projects. Once requirements are agreed, we'll tell you the cost and deliver what we promised. Simple!



Proven Best Practices

You benefit from our experience with hundreds of projects, as we can apply any number of best practices for program and survey design, deployment, reporting, and CRM integration.



Right Skills

You can trust that our consultants are highly trained, many with entire careers focused on feedback, surveys, CRM, Salesforce, and related specialties. All are experts in maximizing the power of Clicktools.

Expert On Tap

If you don't want full-time program management, but need to know you can get help on-demand, take advantage of Expert on Tap. Need help creating a new executive report? Want to build a new survey in seven languages? Struggling to find time to do some detailed analysis? With Expert on Tap, we do the work that would eat up too much of your time, allowing you concentrate your efforts on your core job functions.

ABOUT CLICKTOOLS

Clicktools solutions help organizations transform customer experience to consistently drive improvements and profits. The company's flagship software, Clicktools, enables companies to collect, centralize, and act on customer feedback using surveys, call scripts, and web forms that integrate with CRM. The company is headquartered in Poole, England, UK with US offices in Phoenix, Arizona. Clicktools is owned by Callidus Software Inc. (NASDAQ: CALD), which operates as CallidusCloud®, the leading provider of sales and marketing effectiveness software.

Contact us today
for a FREE demo.

US: +1-800-774-4065 | UK: +44 0800 0432587
sales@clicktools.com | www.clicktools.com

 **CallidusCloud** | Clicktools