

## Overview

On the 18th, November, 2018, Clicktools made key updates to the Clicktools application.

### **With the November, 2018 release comes the ability to send incentivized surveys.**

When it comes to sending surveys, low response rate is one of the major challenges facing marketing, sales and research professionals. Fortunately, Rybbon makes it easy to use rewards to get more responses.

Clicktools partnering with Rybbon provide a user friendly solution to entice your respondents into completing your surveys. Incentives are automatically presented to the respondent upon completion of the survey. The incentive arrives from your email address with your customized branding to engender trust and recognition. You can rest assured that Rybbon tracks every incentive, capturing when it's delivered and when it's claimed. Unclaimed rewards are refunded to survey administrators.

### **How do I setup the integration?**

You must have a Rybbon account setup and configured for Clicktools via their portal. You'll need your Clicktools username(email) and password. See <https://www.rybbon.net/clicktools-integration/> for additional information.

### **What surveys' are supported?**

Rybbon only works with Modern themed surveys.

### **How do I deploy it?**

We recommend 2 methods of deployment, Clicktools email/Salesforce report contacts or API deployments from Clicktools. This way you can use a personal URL for deployment. This is the best method for automated gift card distribution.

**Where do I enter the link from Rybbon?**

You can use the exit page URL from the Survey, then Design and settings area. Provide the URL from Rybbon.



**Can we populate the email field on the Rybbon page?**

No, we cannot move data collected from Clicktools to the Rybbon landing page. In order to be GDPR compliant we won't pass personal data from our application to theirs.

**I have an issue with the cards sent out?**

[Contact Rybbon.](#)

**How do I add more gifts to my account?**

[Contact Rybbon](#)

**Can my survey be mapped to CRM?**

Yes, mapping and syncing survey's are supported.

## Maintenance update

The following update is being applied:

Issue	Comment
SUR-2149	Opening of the html text editor menu no longer fails on subsequent attempts
SUR-2152	Dashboard charts are now working correctly
Misc	Application security updates.

