

Alida.

NPS® ACCELERATOR

ACCELERATE CXM WITH NPS®

Learn what your customers think—and a whole lot more. Calculate your NPS score by asking “The Ultimate Question” and analyze feedback in a real-time dashboard with Alida’s NPS Accelerator.

WITH NET PROMOTER SCORE YOU CAN:

- Gain directional guidance on how your brand is perceived
- Optimize around a single customer metric
- Benchmark against industry and competitor scores
- Segment customers by loyalty
- Uncover customer loyalty drivers
- Retain loyal promoters for revenue continuity
- Identify unsatisfied and at-risk detractors and create a conversion plan
- Monitor improvements in products, services, and across the entire customer journey

NPS ACCELERATOR

IMPROVING CUSTOMER EXPERIENCE JUST GOT EASIER

Our NPS solution is designed to accelerate your business.

NPS SURVEY

NPS surveys allow you to gain broad feedback.

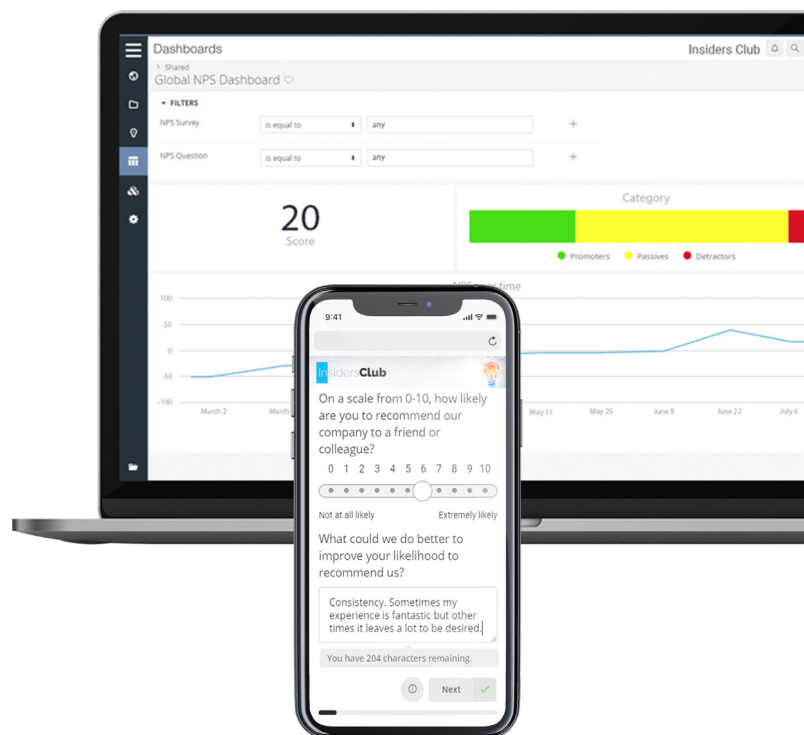
Alida’s NPS Accelerator survey includes:

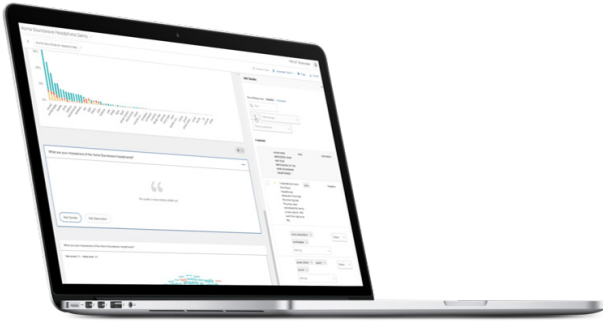
- NPS question type & 25+ additional question types
- Unlimited responses
- Customizable & branded self-service interface

DASHBOARDS & REPORTS

Give your brand a real opportunity to inject the voice of the customer into the most strategic decisions your company makes.

- Powerful role-based dashboards
- Pre-configured reports
- Uncover customer loyalty drivers





TEXT & SENTIMENT ANALYSIS

Advanced reporting and analysis capabilities allow you to gain directional guidance on how your brand is perceived by both promoters and detractors.

- Apply advanced tools for critical insight on customer segments
- Create and share reports or export in various formats for fast, in-depth analysis
- Identify unique strategies to motivate different customer types



NPS ACCELERATOR JUMPSTART

- Complete over 15 hours of personalized hands on NPS Accelerator training
- Learn how to build an NPS® program in collaboration with your stakeholders
- Design and author your first NPS® survey



CUSTOMER SUPPORT

- Dedicated Customer Success Manager
- Guidance on best practices for engagement and success
- 20 years in the customer experience and insights business



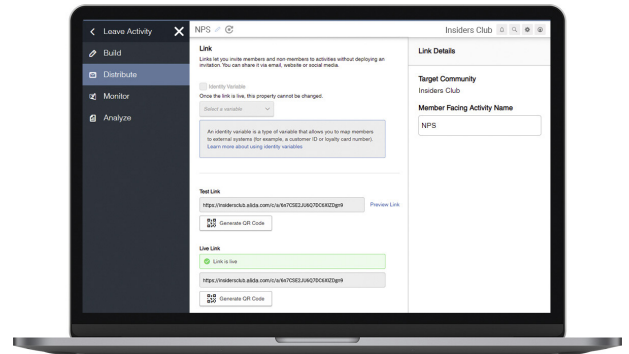
TECHNICAL SUPPORT

- Technical support available via email, phone, and live chat
- Guided e-learning and instructor-led experiences
- Experienced research and technical consultants to master integrations and program management

DISTRIBUTION

Improve your response rates by engaging customers on the devices and platforms they want to use. With NPS Accelerator you can collect customer feedback through:

- Email
- Embedded Links
- QR Codes



READY TO ELEVATE YOUR CXM PROGRAM?

LEARN MORE AT [ALIDA.COM/NPS-ACCELERATOR](https://alida.com/nps-accelerator)