

ALIDA MOBILE APP

KEEP TRACK OF CUSTOMER EXPERIENCE & INSIGHTS PROGRAMS ON THE GO

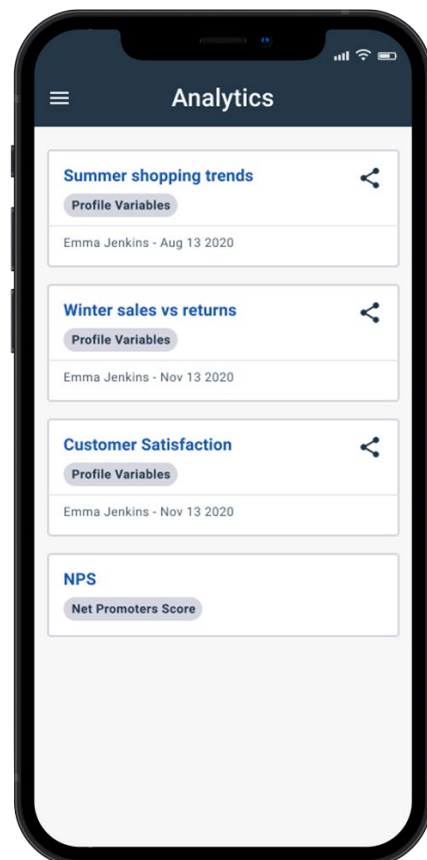
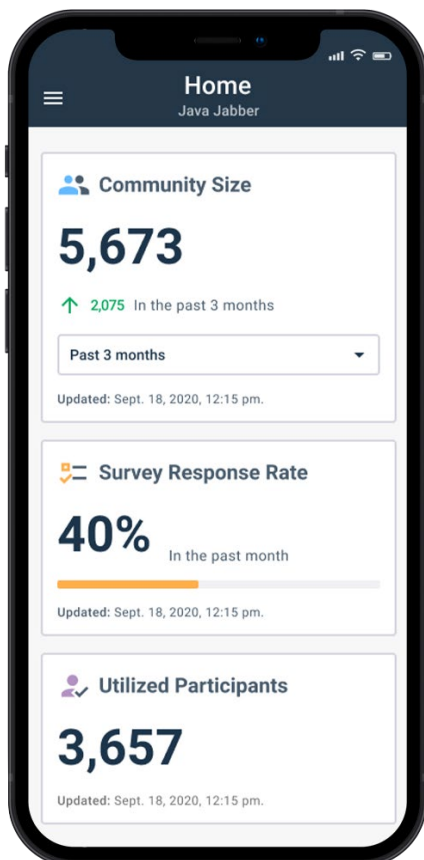
The Alida Mobile App is your source for up-to-the-minute customer and employee insights. Complementing Alida Sparq and Alida Surveys, the Alida Mobile App fosters collaboration and improved visibility of customer experience (CX) & insights programs by enabling users with data necessary to make decisions on the go

SEE WHAT'S IMPORTANT IN A GLANCE

Stay up to date with Alida Sparq metrics in the mobile app homepage. View metrics on the size of your community and filter to see the change over time. You can also monitor your community's response rate, utilized participants, and easily access your most recent activities.

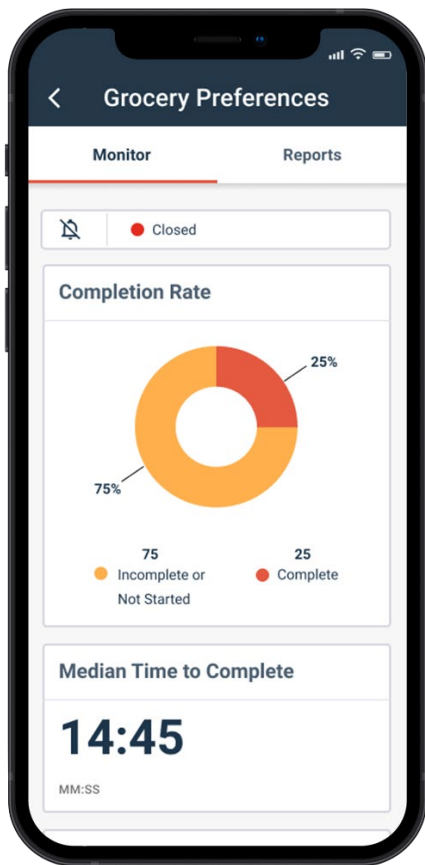
CONSUME DASHBOARDS ON MOBILE

Visually track KPIs such as NPS tied to your CX and insights programs in mobile-optimized dashboards. Share them easily with stakeholders via email, text message, or other social platforms native to your mobile device.



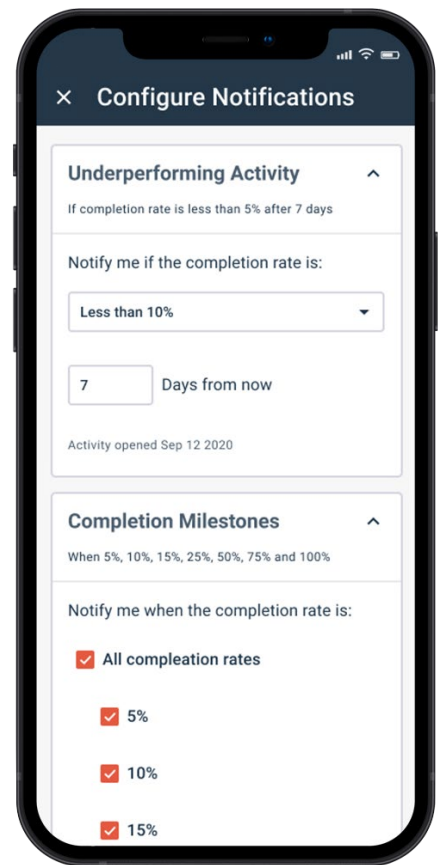
DIG DEEP INTO YOUR ACTIVITIES & SURVEYS

Access your most recent activities with the click of a button. Track key activity metrics such as completion rate, time taken to complete, drop-offs, survey path and more. View survey activity responses in real time, filter by complete, incomplete, disqualified, and over quota data to stay informed.



TAKE QUICK ACTIONS

Set up custom notifications to receive automated alerts when activities reach defined thresholds, view survey quotas to ensure optimal utilization, and schedule a close date or quickly close activities right from the Alida Mobile App.



“ I like the fact that the mobile app sends updates on the progress of open projects through notifications. We recently launched a new study and I didn't need to keep getting back to my laptop over the weekend just to monitor the status. ”

Sony Mandap
Customer Intelligence Manager
Globe Telecom

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