CX Digital Package: Details
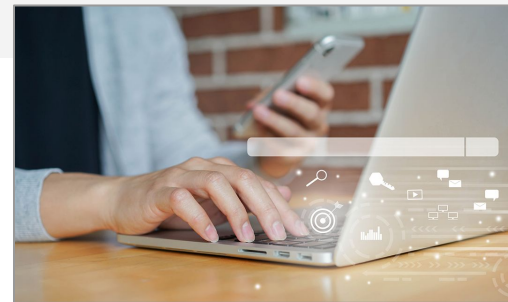
PRICE: $7,250

PROJECT LENGTH: 8 weeks

INCLUDES:

- Project Management
- Standard Survey Support (x1)
- Standard Dashboard Configuration (x1)
- Advanced XM Directory Support
- Closed Loop Follow-Up Configuration
- Advanced Text iQ Configuration
- Vanity URL Setup

- Action Planning Configuration
- Website or App Feedback Support
- Third-Party Integrations Support
- CRM Integration Support
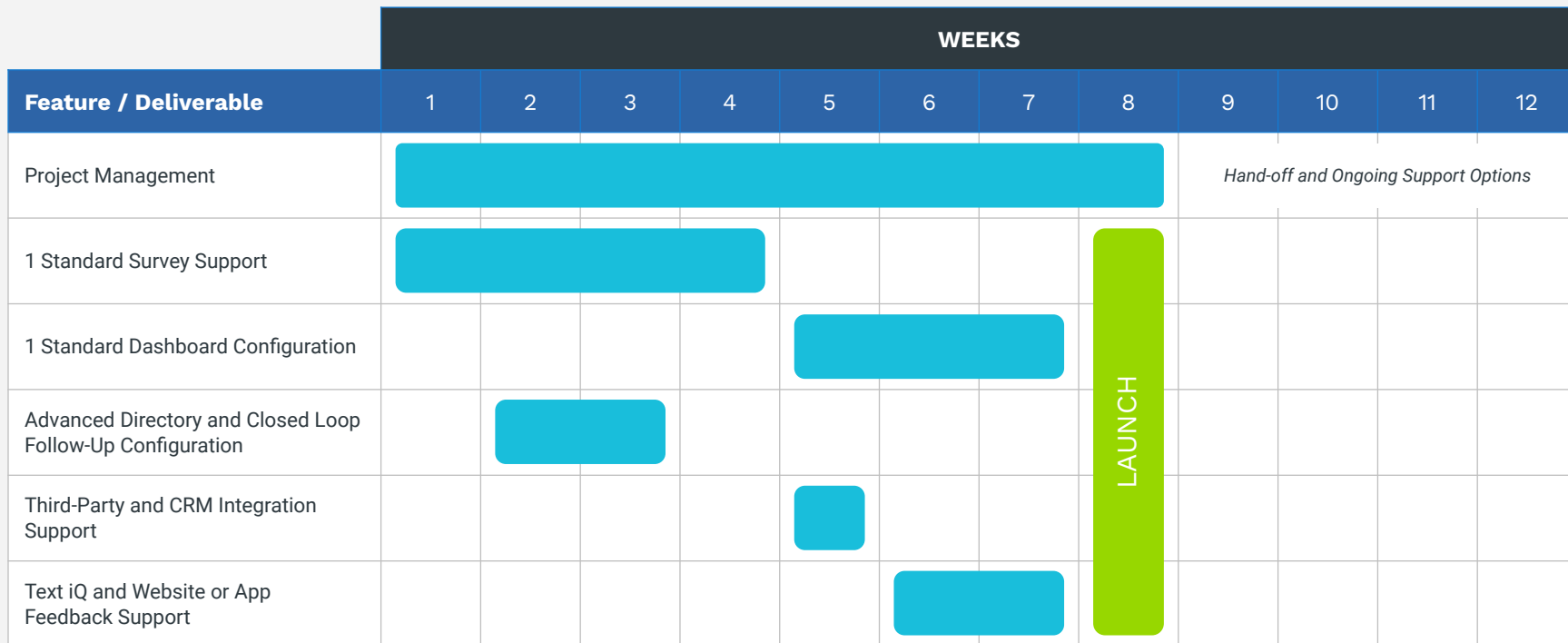- Access to Guided XM Solution and Playbook
- Advanced Enterprise Security

CX Digital is the fastest way to put an expert-built CX program in place for your website or app. This package is optimized to monitor and improve your customer experience end-to-end: Get insights from your digital channels, increase customer conversion, and grow your market share.

The surveys in this package have been designed and built by industry leaders and validated by leading brands. Let's get you up-and-running with critical customer insights.

All pricing subject to change. Please contact us for the most up-to-date information

Q4 2022

CX Digital: Sample Timeline

Feature / Deliverable	WEEKS											
	1	2	3	4	5	6	7	8	9	10	11	12
Project Management	██	██	██	██	██	██	██	██	*Hand-off and Ongoing Support Options*			
1 Standard Survey Support	██	██						LAUNCH				
1 Standard Dashboard Configuration					██	██		LAUNCH				
Advanced Directory and Closed Loop Follow-Up Configuration		██						LAUNCH				
Third-Party and CRM Integration Support					██			LAUNCH				
Text iQ and Website or App Feedback Support						██		LAUNCH				

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Red Pepper Software ♦ + qualtrics

QUALTRICS PARTNER NETWORK

Red Pepper is *your #1 choice* for Qualtrics Implementations and Customizations

*We may not be the largest Qualtrics partner by square feet of office space, but our unique combination of client focus and technology skills often makes us **the fastest, easiest, and most experienced** partner to work with.*

FULLY ACCREDITED & CERTIFIED TEAM

Qualtrics **CoreXM** CERTIFIED

CustomerXM CERTIFIED

EmployeeXM CERTIFIED

SCRAPPY, GRIT-DRIVEN *"RED HOT SERVICE"* CULTURE

CX AND EX PROJECTS

*We have been doing CX and EX **with Qualtrics from the beginning***

ENTIRE TEAM BASED IN THE UNITED STATES

*Clear communication, shared time-zones, **fast response times***

ORIGINAL QPN LAUNCH PARTNER

47+ INDUSTRIES

*We've successfully handled **100's of use cases** and customizations*

BAIN & CO
ADOBE
KANTAR TNS
WALKER
CAPVENTIS
CX SOLUTIONS
MORPACE
RED PEPPER
SOLUTIONS STREAM
UGAM
JD POWER
ACUMEN

Q4 2022

What Is "Implementation" ?

The beginning of a Qualtrics engagement is called Implementation. *Even if you have your own internal IT team, you will benefit from an Implementation project. It's more than just getting logged in. We help you get through your first Qualtrics project from start to finish.*

What will the timeline and milestones look like?

A typical Implementation can take between 8 to 12 weeks. During this time, you will meet with an "Implementer" on our team each week over a video call. They will guide you through the process of setting up your account and implementing the elements of your first project.

We have helped hundreds of Qualtrics clients customize their projects and helped their teams become confident in using the platform.

What are your responsibilities during the process?

Our goal is to do the heavy lifting and make the technical side of Qualtrics easy for your team, but you and your team are key to your project's success.

We follow a "train the trainer" philosophy on these projects. Our objective is to work with you so that at the end of Implementation you're becoming a skilled Qualtrics user yourself.

What can you expect the results of your Implementation to be?

At the end of your 8-12 weeks, our goal is for you to have a complete "win" under your belt with Qualtrics.

You'll be up-and-running, collecting data, and ready to use that data within your organization to create better experiences for your customers or members.

Red Pepper Software + qualtrics

Red Pepper and Qualtrics combine to create a *complete solutions team*

Get the most out of Qualtrics by bringing Red Pepper on board to create a complete solutions team. Together with Qualtrics we can **implement, customize, and train** your team on every aspect of the XM Platform

IMPLEMENTATION LEAD   TECHNICAL SUPPORT   ACCOUNT EXECUTIVE

Red Pepper Software

SUBJECT MATTER EXPERTS

qualtrics XM

SOFTWARE ENGINEERS   PLATFORM TRAINING   CUSTOMER SUCCESS

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Our Approach: Train the Trainer

Our goal is that your team will become experts at using Qualtrics, but while you're learning, you'll have our team to rely on.
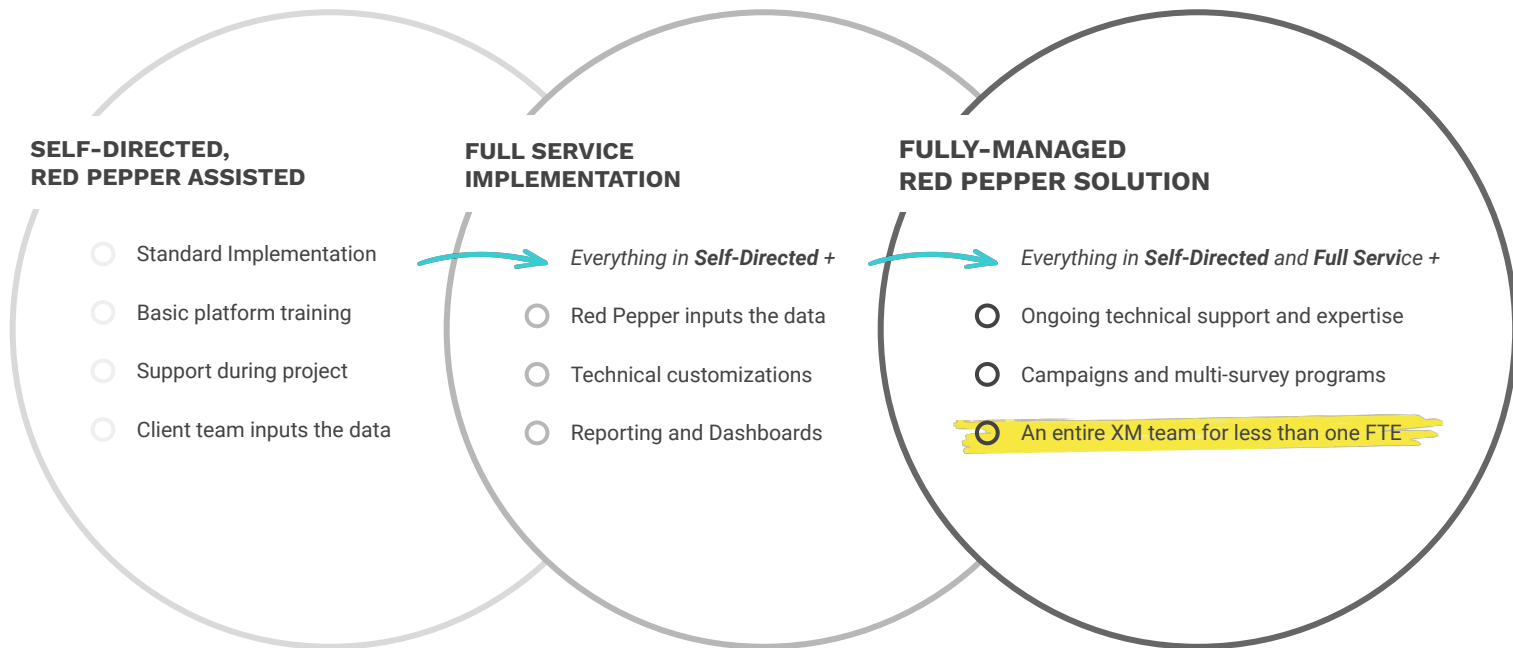
We employ a "train the trainer" approach, meaning that your team works alongside our team while we implement, so you can learn from what we're doing.

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QUALTRICS PARTNER NETWORK

Red Pepper's team *elegantly scales* from lean support, to turn-key, to 'secret weapon'

*Red Pepper has every level of implementation package available, **from lean technical assistance to complete program management** or staff augmentation.*

*Whether you have a one-time need or are looking to setup an ongoing XM campaign, **we can configure the right size and term for a solution team** to get the results you're after.*

SELF-DIRECTED, RED PEPPER ASSISTED

- Standard Implementation
- Basic platform training
- Support during project
- Client team inputs the data

FULL SERVICE IMPLEMENTATION

- *Everything in **Self-Directed** +*
- Red Pepper inputs the data
- Technical customizations
- Reporting and Dashboards

FULLY-MANAGED RED PEPPER SOLUTION

- *Everything in **Self-Directed** and **Full Service** +*
- Ongoing technical support and expertise
- Campaigns and multi-survey programs
- An entire XM team for less than one FTE

Q4 2022

QUALTRICS
PARTNER
NETWORK

Looking forward to connecting. Call or email anytime!

Jenna George

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