

## Foundational CX Package: Details

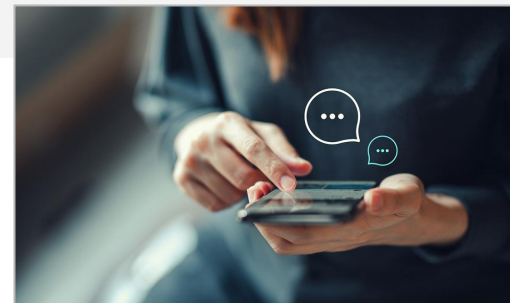
**PRICE:** \$5,250

**PROJECT LENGTH:** 8 weeks

### INCLUDES:

- ☐ Project Management
- ☐ CRM Integration Support
- ☐ Standard Survey Support (x1)
- ☐ Access to Guided XM Solution and Playbook
- ☐ Standard Dashboard Configuration (x1)
- ☐ Basic Directory Support
- ☐ Closed Loop Follow-Up Configuration
- ☐ Advanced TextiQ Configuration
- ☐ Developer Tools Introductory Support (API)

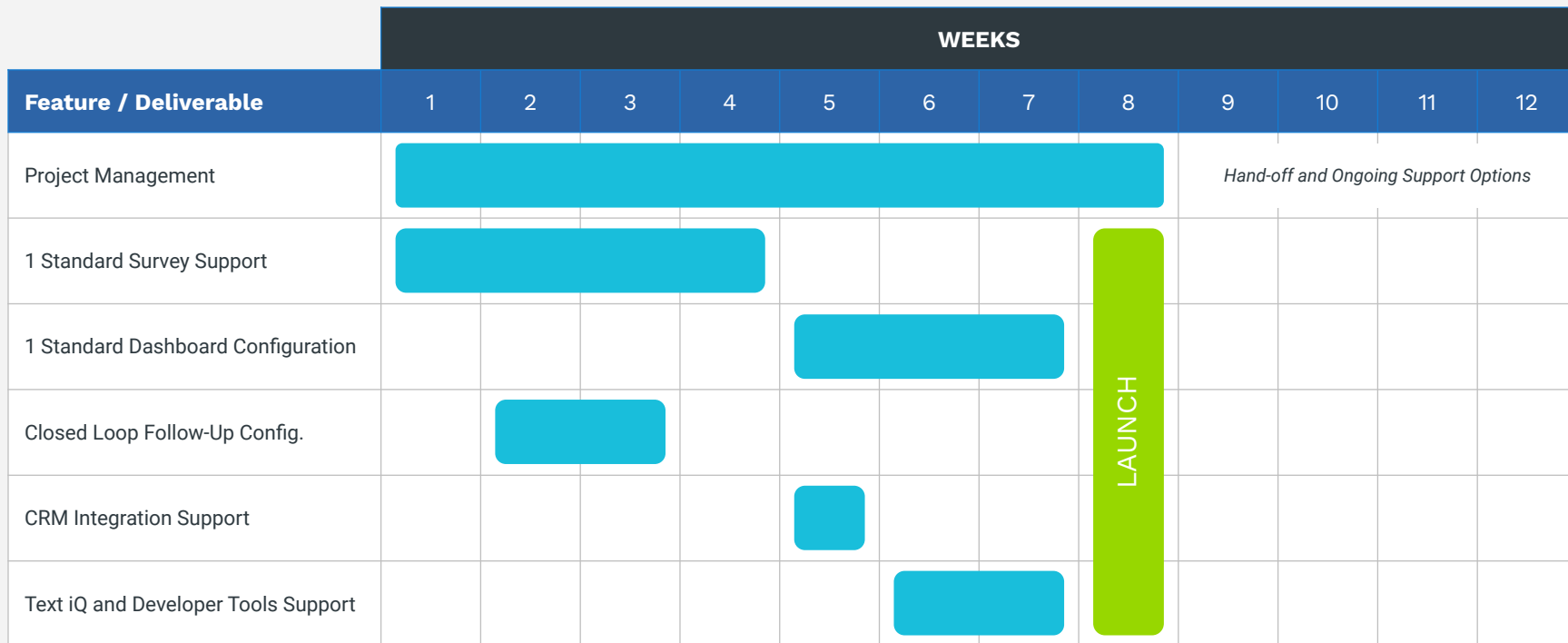
*All pricing subject to change. Please contact us for the most up-to-date information*



***CX Foundation*** helps put the voice of your customers at the heart of your business. This use case package delivers the tools you need to better understand and meet the needs of your customers and create experiences that will increase loyalty and satisfaction.

*This package is ideal for identifying the root cause of broken experiences and determining CX focus areas. With these insights, you can make steady experience improvements and change customer expectations.*

## Foundational CX: Sample Timeline



## 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.

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



**ORIGINAL QPN  
LAUNCH PARTNER**

**FULLY ACCREDITED &  
CERTIFIED TEAM**



**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***

**47+ INDUSTRIES**

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

## 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 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*

Red Pepper Software 

IMPLEMENTATION LEAD

TECHNICAL SUPPORT

ACCOUNT EXECUTIVE

SUBJECT MATTER EXPERTS

SOFTWARE ENGINEERS

PLATFORM TRAINING

CUSTOMER SUCCESS

qualtrics<sup>XM</sup>

## 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.

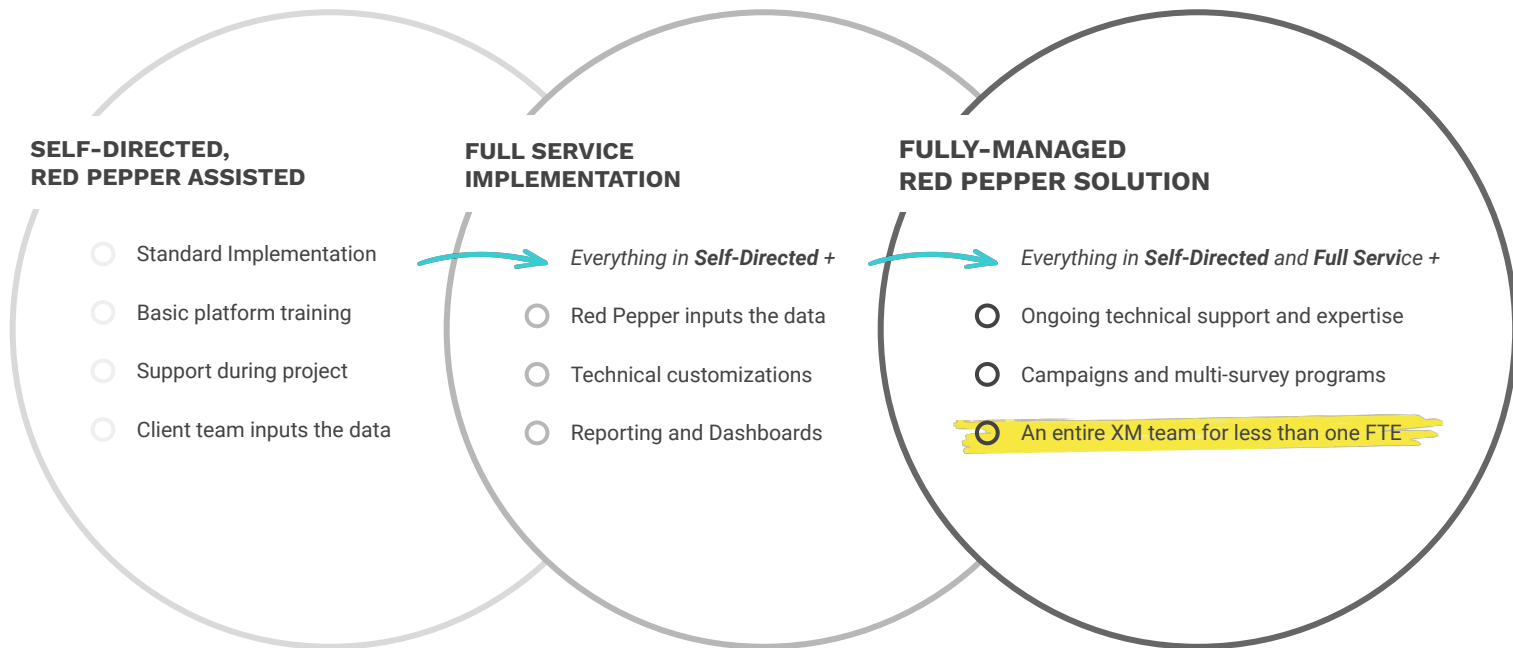


We employ a “train the trainer” approach, meaning that your team works alongside our team while we implement, so you can learn from what we’re doing.

## 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.



***Looking forward to connecting. Call or email anytime!***



Jenna George

*jenna@redpeppersoftware.com*

801-980-3655 x705