



ResponseTek Kickstart Services

Accelerate using your new ResponseTek Customer Experience Management platform

Installation and Configuration Services to Kickstart Your Customer Experience Management Initiatives

All new ResponseTek customers have the choice to implement ResponseTek or work directly with Ignite ResponseTek experts to quickly get started with delivering the value of ResponseTek's customer experience management platform for your organization.

Kickstart Services, which include configuration and installation of the ResponseTek platform, are delivered by Ignite's global Professional Services organization. Customers choose ResponseTek Kickstart Services to:

- Optimize the Platform: Ensure alignment to specific goals and full platform functionality available to users
- Accelerate Time-to-Value: Speed-up installation for fastest time to platform use
- Limit resource requirements: Lessen or entirely eliminate added configuration and installation work from already stretched staff who are not yet ResponseTek experts

ResponseTek Kickstart Services Packages

	Small	Medium	Large
Survey Methods	Email/Web Only	Email/Web plus Either SMS or 3rd party import	Email/Web plus Either SMS or 3rd party import
Survey Variants	1	5	10
Standard Invitation/Survey Import	Yes	Yes	Yes
Standard Data Export Process	Yes	Yes	Yes
Intelligent Thank You Message	No	Yes	Yes
Online Reporting Portal	Yes	Yes	Yes
Create Reporting Users	10	100	250
Push Reports	No	No	Yes
Reporting Hierarchies	1	2	3
Automated Alerting Rules	1	3	5
Action Management	Default workflow only	Default workflow only	Configured workflow available
Insight Library	Included	Included	Included
Coaching Sessions	1	1	2
Time to Complete Install	2 weeks	4 weeks	6 weeks

One small package for one product is included annually in the ResponseTek Platinum Customer Support Program. Custom professional services are also available to meet specific customer requirements.

DON'T DELAY

Start Providing Valuable Customer Experience Management To Your Organization Today

- Collect and aggregate customer experience, demographic, journey and behavior data to monitor and improve customer experience in real-time
- Provide real-time analytics and insights to help you make data-driven decisions across your entire organization, allowing you to optimize experiences, services, and processes across the entire customer journey
- Enable two-way exchange with customers that saves and retains at-risk customers in real-time and empowers your employees to deliver exceptional customer experiences
- Support business strategies by developing long-term, meaningful relationships with customers

Learn: ignitetech.com/responsetek

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