



SibylSurveys.com

PULSE CX

FULL SERVICE PLATFORM

	User	Advanced	User	Advanced
Admin				
User Licenses	1	5	2	10
User Permissions		✓		✓
Survey Design				
Branded, mobile-friendly NPS surveys	✓	✓	✓	✓
Custom follow-up question(s) per survey	2	5	Unlimited	Unlimited
Expansive set of questions			✓	✓
Data Collection				
Sends per year	100,000	500,000	200,000	1,000,000
Responses per year	10,000	50,000	20,000	100,000
email	✓	✓	✓	✓
Web links	✓	✓	✓	✓
SMS	✓	✓	✓	✓
Web pop-up	✓	✓	✓	✓
Social Media integration	✓	✓	✓	✓
Triggered automated surveys from CRM (w/API)			✓	✓
Marketing Automation integration			✓	✓
Sales Pipeline triggers			✓	✓
Multilingual surveys	Add-ON	Add-ON	Add-ON	Add-ON
Analysis				
NPS reporting	✓	✓	✓	✓
Extensive and Customizable filters	✓	✓	✓	✓
Drill down to Customer/Member level	✓	✓	✓	✓
Trending	✓	✓	✓	✓
Text Analysis	✓	✓	✓	✓
Quadrant Analysis			✓	✓
Heat Maps			✓	✓
Rank Order - responses		✓	✓	✓
Single view of Customer w/trending	✓	✓	✓	✓
Custom library (folders) for organization of reports	✓	✓	✓	✓
Reporting				
Custom Automated reports			✓	✓
Easy export to Excel, PowerPoint	✓	✓	✓	✓
Sharing via web link	✓	✓	✓	✓
Customizable Dashboards				✓
End-use reporting access	✓	✓	✓	✓
Real time NPS	✓	✓	✓	✓
Collaboration & Follow-up				
Customizable send URLs	✓	✓	✓	✓
Customer Follow-up	✓	✓	✓	✓
Internal Customer notes	✓	✓	✓	✓
Follow-up assignment	✓	✓	✓	✓
Detractor alerts, Promoter activation	✓	✓	✓	✓
Triggered Automated eMails	✓	✓	✓	✓
Built in system Inbox	✓	✓	✓	✓
Integrations				
Salesforce	✓	✓	✓	✓
CRM w/open API	✓	✓	✓	✓
Marketing Automation	✓	✓	✓	✓
Inbound Marketing platforms		✓		✓
Support				
Customized set-up	✓	✓	✓	✓
1-hour Live Training session	✓	✓	✓	✓
eMail & live Chat	✓	✓	✓	✓
Dedicated Sibyl Concierge			✓	✓
Survey Design assistance (2 hours per month)				✓

ENTERPRISE
Custom Solution