

CLARABRIDGE GO

ACTIONABLE INSIGHTS, COLLABORATION, AND ENGAGEMENT IN THE PALM OF YOUR HAND

Businesses with a dispersed workforce need to provide their employees in the field with fast, accurate and consistent Voice of the Customer (VOC) feedback data empowering them to drive an excellent customer experience. How better to provide that information than on smart phones which are constant companions to them?

Clarabridge Go is the industry leading mobile solution for enterprises seeking to expand VOC to employees in the field. The application places the power of the Clarabridge intelligence hub in the palm of your hand, anywhere in the world. It is powerful yet simple to use. Go users have at their fingertips the key topics of customer satisfaction, detailed reporting with the right information to take action, and the ability to quickly respond directly to customers to close the loop right from their smart phone or mobile device. Clarabridge Go empowers employees to drive excellent customer experiences, wherever they are, whenever they take place.

BENEFITS



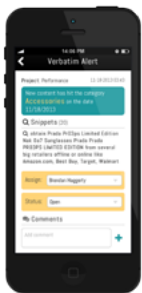
Easily And Quickly Measure The “Health” of Your Business

The scorecard, a simple and interactive view, displays the topics driving the most positive and negative feedback for a product, region, or geographic location. Users can easily benchmark the “health” of their business and take immediate action to correct any issues.



All Key Reports Right on Your Mobile Device

Interested in understanding more detailed analysis for critical issues or a word cloud to understand key areas by volume and sentiment? All Analyze reports are available on Clarabridge Go.



Receive Real-Time Alerts as They Occur

Receive alerts of urgent issues as they occur and address them right away before they escalate. Alerts are intelligently routed to the appropriate stakeholders for action.



Engage Directly with Customers

Respond directly to customer comments from your mobile device, ensuring that issues are addressed in real-time.

CLARABRIDGE GO

is available from both Apple iTunes and Google Play online stores.

Clarabridge Go empowers your employees with the right information in the right format at their fingertips, ensuring they are focused on their jobs and acting on customer feedback; not lost in analysis. Clarabridge Go is available for download immediately from iTunes and Google Play online store.

For more information, contact a Clarabridge representative at +44 (0) 203 176 2021, or email us at inquiries@clarabridge.com.

Clarabridge is the leading provider of intelligent Customer Experience Management (CEM) solutions for the world's top brands. As the premier provider of CEM, Clarabridge enables Global 1000 businesses to intelligently listen to, analyze, operationalize, and measure multi-source customer feedback through intelligent sentiment and text analytics. Insights extracted through Clarabridge enable organizations to create a universal understanding of their customers, partners, and employees; make actionable business decisions with measurable ROI and collaborate on those decisions both internally with stakeholders and externally with customers. With hundreds of CEM implementations, Clarabridge is the 7th fastest growing software company, powering the CEM programs for companies such as B/E Aerospace, Best Buy, Charming Shoppes, Inc., Choice Hotels, Dell, Expedia, E.ON, Fidelity, Gaylord Hotels, Government of British Columbia, Intuit, J.D. Power, L'Oréal USA, Marriott International, PetSmart, QVC Inc., Sage North America, United Airlines, Walmart, Walgreens, and Wendy's International. Clarabridge is privately held with offices in Reston, VA, San Francisco, CA, Miami, FL, and London, UK. For more information, visit www.clarabridge.com or on Twitter: [@clarabridge](https://twitter.com/clarabridge).

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