



Managed Services Consulting

Your success is our mission. Clarabridge’s Managed Services consultants are dedicated to providing valuable, actionable insights that help you take your Customer Experience program to the next level.

We will actively monitor your Clarabridge account and provide regular reports on what your customer feedback is telling us. In addition, we will provide ongoing support to ensure that your Clarabridge implementation is structured to capture the nuances of your specific business, and is ready to scale as your CX program matures.

Achieve your Customer Experience goals with input from the experts at Clarabridge.

Benefits of Managed Services

- **Prescriptive reports** to help enhance the customer experience
- **Regular updates** so you can plan your CX activities
- **Optimized** use of your Clarabridge solutions

Managed Service Packages

Clarabridge offers a range of packages to give you the level of managed service that fits your business needs.

For more information on Clarabridge’s Managed Services program, visit us on the web at www.clarabridge.com or call +1-866-761-5661

STANDARD	ADVANCED	PREMIUM	ULTIMATE
FOCUSSED MONITORING	STRUCTURED DELIVERY	PROGRAM EXPANSION	STRATEGIC SUPPORT
Annual executive readout	Everything in Standard, Plus:	Everything in Advanced, Plus:	Everything in Premium, Plus:
Review of new features		Strategic Enablement Work Approach	Listening Post Assessment
Categorization & sentiment tuning	Categorization Health Check & Assessment	Bi-Annual Executive Readout	Quarterly Executive Read-out
Monthly analysis & reporting		Targeted Insights tied to specific business events	Enterprise Socialization Packet
Solution performance evaluation	Support for technical updates	Addition of two new feedback channels annually	Support for ad-hoc insights
			Addition of one new feedback channel per quarter

Clarabridge helps hundreds of the world’s leading brands understand and improve their customer experience. Using advanced text analytics, Clarabridge transforms survey, social, voice and all other forms of customer feedback into intelligence used to empower confident, decisive action across the business. The result: happier customers. For more information, visit www.clarabridge.com.