

# A Clicktools on demand solution for all sizes of Enterprise

Clicktools is versatile and works for all sizes of business. Whether you need to place a simple form on your website, deploy call-center scripts or implement a full scale enterprise feedback program, Clicktools has the solution.

## Clicktools provides the right solution for your business

No matter which edition of Clicktools you start with, we apply the same architecture, performance and robustness to all customer's content, so you can upgrade without having to change platform or re-learn.

### Create

Feature	Express	Connect	Insight
18 Question types	Yes	Yes	Yes
Unlimited, multi-page content	Yes	Yes	Yes
Custom exit/thank you pages	Yes	Yes	Yes
Question piping	Yes	Yes	Yes
Hidden questions	Yes	Yes	Yes
Contact conditions	Yes	Yes	Yes
Question conditions	Yes	Yes	Yes
Question library	Yes	Yes	Yes
Document upload	Yes	Yes	Yes
Same page conditions	Yes	Yes	Yes
Point and click presentation	Yes	Yes	Yes
Advanced html/css templates	-	Yes	Yes
Advanced field validation	-	Yes	Yes
Multi-language	-	Yes	Yes
Question weighting	-	-	Yes
Survey subsets	-	-	Yes
Question groups	-	-	Yes
Custom ranges	-	-	Yes

### Clicktools Express

Clicktools Express is a single-user system that enables organizations to build simply branded content and pass this information directly in to their CRM. Express is a great way for the more budget conscious organizations to get started.

### Clicktools Connect

Our flagship product, Clicktools Connect, includes multi-user, multi-mode and multi-language content as a few of its many features. In addition to scripts, surveys and forms, Connect means you can fully brand all pages, obtain advanced HTML/CSS template and realtime reports.

### Clicktools Insight

Clicktools Insight is the first on demand feedback solution to offer user definable dashboards. It also includes business alerts, custom reports and charts.

For a FREE demo contact the Clicktools team:

USA: 1-800-77-4064

Email: sales@clicktools.com

UK: 0800 043 2587

www: clicktools.com

Clicktools – AppExchange Customer Choice Winner in 2008/9



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## Collect

Collect information	Express	Connect	Insight
Deploy on web	Yes	Yes	Yes
Deploy from CRM (email, workflow)	Yes	Yes	Yes
Text/html emails	Yes	Yes	Yes
Hard bounce management	Yes	Yes	Yes
Deploy to Clicktools contacts	\$	Yes	Yes
Deploy using Clicktools CRM Deploy wizard	\$	Yes	Yes
Shorter (Pre-population) of URLs	–	Yes	Yes
Organization emails	–	Yes	Yes
Receive soft bounces	–	Yes	Yes
Multiple delivery mechanisms	–	Yes	Yes
Custom URLs	–	\$	Yes
Alert management	–	Simple	Advanced

## Results

Results analysis	Express	Connect	Insight
View individual results	Yes	Yes	Yes
Date filters	Yes	Yes	Yes
Question filters	Yes	Yes	Yes
Contact filters	Yes	Yes	Yes
Real-time charts	–	Yes	Yes
Cross tabs	–	Yes	Yes
Export raw results	–	Yes	Yes
Publish summary results	–	Yes	Yes
Custom reports	–	–	Yes
Custom charts	–	–	Yes
Custom dashboards	–	–	Yes

## Combine

Combine with CRM	Express	Connect	Insight
Automatic re-synch	Yes	Yes	Yes
Auto-delete	Yes	Option	Option
Error tracking	Simple	Advanced	Advanced
Failure recovery	Simple	Advanced	Advanced
Deploy from CRM	\$	Yes	Yes
Synch with Sandbox (SFDC only)	–	Yes	Yes
Multi-mode synchronization	–	Yes	Yes
Business rule synchronization	–	Yes	Yes

## Administration

Administration	Express	Connect	Insight
Results edit	Yes	Yes	Yes
Custom security	–	Yes	Yes
Multiple user types and roles	–	Yes	Yes
Organize content in to folders	–	Yes	Yes
Recycle bin	–	Yes	Yes
Restrict IP access	–	–	Yes
Email re-routing	–	–	Yes

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