TestimonialTree

XM Platform Score

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Testimonial Tree is an automated platform that collects and uses the voice of customer to generate new reviews to build your reputation. However, Testimonial Tree is strictly a reviews platform and is not a comprehensive experience platform and lacks platform features that include employee engagement campaigns, benchmarking, listings management, social media monitoring, sites, chat, journeys, and more.

Experience Management Platform Score
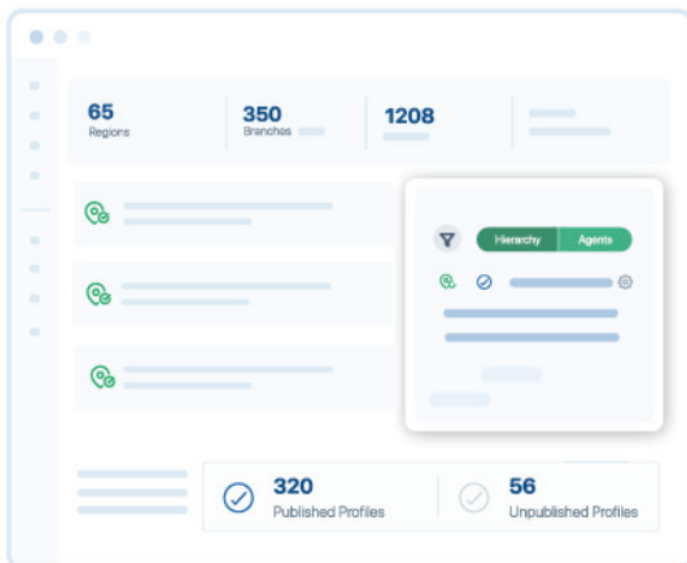## See How Testimonial Tree Stacks Up

experience.com   TestimonialTree

EXPERIENCE MANAGEMENT

CX BEHAVIOR AND ANALYTICS

REPUTATION MANAGEMENT

65	350	1208
Regions	Branches	

Hierarchy   Agents

320	56
Published Profiles	Unpublished Profiles

Unlike Testimonial Tree, Experience.com provides automated survey campaigns at all tiers of your organization, so you can collect, analyze, act, and share experiences for individuals, teams, branches, company, and more. All of data is used to benchmark internal CX performance so you can even integrate CX with rewards and compensation.

EXPERIENCE MANAGEMENT

Customer Experience	experience.com	TestimonialTree
Build customized surveys	✓	✓
Every question type	✓	✗
Conditional surveys with branching	✓	✗
Personalized surveys with employee name and photo	✓	✓
Automated survey delivery via SMS and Email	✓	✗
Widgets and APIs to map and share CX data	✓	✗
Multiple journey-based survey templates	✓	✗
Collects feedback at every meaningful moment (Journeys)	✓	✗
Integrates with your point of sale for complete automation	✓	✓
Automated reminders for incomplete survey	✓	✓
Unhappy customer resolution workflows	✓	✓
Marketing workflows to share happy sentiment	✓	✓
Collects interactions from social media sites	✓	✓
Listens to calls and uses AI to detect sentiment	✓	✗
Collects data from chat interactions	✓	✗
Create consolidated reporting from omnichannel data	✓	✗

Employee Experience		
Collect surveys from your employees	✓	✗
Recruiting experience survey template	✓	✗
Exit interview surveys	✓	✗
Annual employee engagement surveys	✓	✗
On-demand employee pulse surveys	✓	✗
Integrates with your HR system (i.e. active directory)	✓	✗
Tracks and escalates issues to relevant leaders	✓	✗
APIs to share sentiment on recruiting sites and social media	✓	✗
Creates 3rd party reviews on Glassdoor and Indeed	✓	✗
Benchmarks team and department performance	✓	✗

Product Experience		
Product survey templates	✓	✗
Shopping integrations to survey based on product purchased	✓	✗
Integrates with your point of sale / cart software	✓	✗
Conditional and branching logic	✓	✗
Workflows to escalate issues to product teams	✓	✗
Shares happy customer reviews in marketing and social	✓	✗

CX Consulting

Feature	✓	✗
Partner with CX experts to design your CX program	✓	⊗
Integrate with every level of your organization	✓	⊗
Map journeys and collect feedback at every meaningful moment	✓	⊗
White Glove Onboarding	✓	⊗
Perform quarterly and/or annual CX program audits	✓	⊗
Request free on-demand reporting	✓	⊗

CX BEHAVIOR AND ANALYTICS

Organizational Hierarchy

Feature	✓	✗
Full organizational hierarchy within a campaign	✓	⊗
Consolidated data and benchmarks at each level	✓	⊗
CX, social, and review signals in a single dashboard	✓	⊗
Reporting and workflows at each level of the hierarchy	✓	⊗

Employee Behavior

Feature	✓	✗
Builds a custom employee scorecard to drive optimal behaviors	✓	⊗
Real-time employee rankings / reward integration	✓	⊗
HR system integrations	✓	⊗

Dashboards and Reporting

Feature	✓	✗
Comprehensive CX/EX dashboards	✓	⊗
Logins and permissions at every level (i.e. User, Team, Location, Region)	✓	⊗
Sentiment analysis and reporting	✓	⊗
Industry benchmarks	✓	⊗
Compliance monitoring on social media	✓	⊗

REPUTATION MANAGEMENT

Agency Management

Feature	✓	✗
Agency controls (manage unlimited companies in a single dashboard)	✓	✓
Individually customize managed accounts (products, workflows, pricing)	✓	✓

Reviews

Feature	✓	✗
Create 3rd party reviews (sites like Google, Facebook, BBB)	✓	✓
Systems integration to survey all customers automatically	✓	✓
Automatic review sharing (Facebook, Twitter, LinkedIn)	✓	⊗

Pull reviews in from review sites (i.e. Google, Facebook)	✅	✅
Read and reply to 3rd party reviews in-platform	✅	✅
Industry specific review site integrations	✅	✅
Unique URL for every review	✅	⊗
Unhappy customer review escalation workflows	✅	✅
Professional Reputation		
Profile pages for professionals with Reviews	✅	✅
Professional websites on company domains	✅	⊗
AI Enabled Chat	✅	⊗
Location Reputation		
Business Listings Management	✅	⊗
Professional Practitioner Pages	✅	✅
Voice Search Optimization	✅	⊗

*We make every attempt to keep this information accurate. In some cases, a company will have a part of a feature. In this circumstance, we show YES. The listed companies continue to add features and products to their platforms. As they do, we attempt to keep this information up to date. If you see inaccurate data, please report it immediately to lmckinley@socialsurvey.com so we can adjust.

Collect customer feedback
at every tier of your organization,
from one account

Rank and reward your best
customer service employees

Design a CX program as
unique as your business

See our platform in action

Drive intelligent feedback campaigns

and use that feedback to amplify marketing,

boost customer-focused employee behavior,

all while building a strong reputation.

Schedule a personal demo with us today!

demo@Experience.com | (925) 553-4716

eXperience.com