



Welcome to the future of experience management!

We are excited to partner with your organization to help you deliver the world's best experiences with the Experience Management Platform (XMP). As a user transitioning to the new version of the Experience.com (formerly SocialSurvey) platform, our goal is to make your transition to the new experience platform as seamless as possible.

We have worked with your organization to set up your platform, so most of the work is already done. With all of the [great new features](#) available in this platform release, we want to make sure that you get the most value possible.

Here are a few quick steps to get started in the new platform:

- 1) Login to your platform at app.experience.com. You can access this link from the main Experience.com home page.
- 2) Click "Profile" on the left menu. You can edit your agent information, [re-connect your social media accounts](#) to share reviews to your sites (Facebook, Twitter, LinkedIn). *It's also a great time to update your photo and profile information!*
 - a) Click "Profile and Settings"
 - b) Upload profile photos
 - c) Add data fields like memberships, positions, hobbies
 - d) Link or upload videos for engaging content
 - e) Click Publish to go live!
 - f) Use this new Profile link to share on your pages - wherever you want to share your Profile
- 3) Click "Campaigns" to see your available surveys. Your team has done the work to automate survey requests to your clients at the moments that matter.
 - a) There is no work needed on your end to activate these campaigns
 - b) If you would like to send a manual survey, you can do so on that page or from the dashboard page
- 4) View your CX performance and metrics from the main dashboard or under "reports" in any active campaign
- 5) Click "Reviews" to view and manage your customer reviews to see what your clients are saying about you

Now you are ready to start collecting, analyzing, and acting on your data to make every experience matter more.

Questions? Contact your customer success manager or call (888) 701-4512.