experience.com

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). We are excited for you to collect CX data, use that data to create loyal lifelong customers, and generate new reviews to power your personal brand and reputation. 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 acquainted with 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 personal information and connect your personal social media accounts to share reviews to your sites (Facebook, Twitter, LinkedIn).
   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!

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

You are now ready to start collecting, analyzing, and acting on your experience data!

We want to make sure you have the best experience possible. If you need help, contact your customer success manager or call (888) 701-4512.