

COVID-19 CUSTOMER CONFIDENCE PULSE

Stay close to your customers and keep their trust

Know what your customers need from you throughout the coronavirus pandemic and take the right actions in real time with a [free, automated solution](#) developed by Qualtrics XM Scientists.

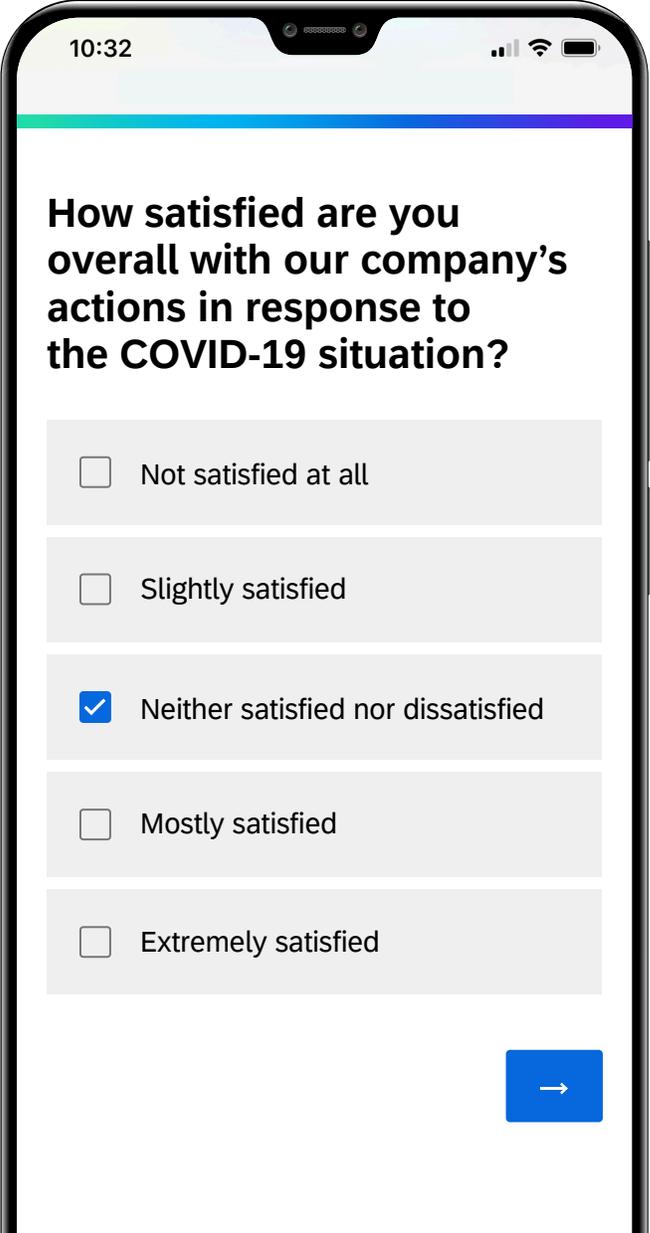
THE PROBLEM

The ever-changing situation surrounding the Coronavirus (COVID-19) pandemic is forcing companies to rethink how they operate and how they can best respond and meet the needs of their customers. From cancelled events, to late deliveries, to store closures and overwhelmed services, companies are faced with unprecedented challenges.

OUR SOLUTION

The COVID-19 Customer Confidence Pulse is a pre-built solution that helps organizations monitor customer expectations and capture feedback in real time, so they can know what to stop, start and continue in order to maintain strong relationships with customers and business continuity.

Whether you are a B2B or B2C company, it's more important now than ever to keep an on-going pulse on customer confidence and take decisive action to retain customer trust and brand loyalty.



10:32

How satisfied are you overall with our company's actions in response to the COVID-19 situation?

Not satisfied at all

Slightly satisfied

Neither satisfied nor dissatisfied

Mostly satisfied

Extremely satisfied

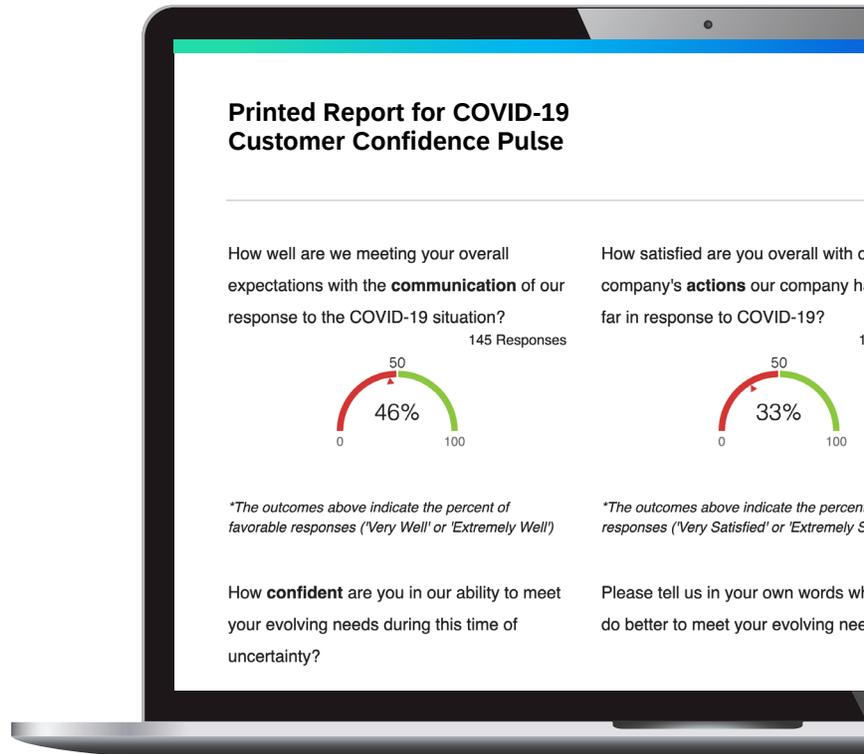
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Benefits of the COVID-19 Customer Confidence Pulse

- + Continuously monitor and quickly adapt to evolving customer expectations
- + Confirm response measures are effectively communicated and understood
- + Capture key insights to take targeted action to improve customer confidence

Solution supports these languages

English (US & UK), Spanish (EU & LATAM), French (EU), Portuguese (EU & Brazil), German, Italian, Dutch, Finnish, Chinese (Simplified & Traditional), Korean



The COVID-19 Customer Confidence Pulse is provided free of charge to any size organization within non-regulated industries across the globe.

qualtrics^{XM}

Set up a [free account](#) and follow the short, guided process to configure the solution to match your organization's needs. Terms and conditions apply.

Qualtrics is the world's leading experience management platform. With Qualtrics XM you can create, monitor and manage every experience on a single platform. Our advanced artificial intelligence and machine learning helps uncover deep insights and makes connections between your customer, employee, product and brand experiences to help close experience gaps and drive value back to the bottom line. Learn more at [qualtrics.com](#).