

QUALTRICS XM SOLUTIONS

Connect with your customers and get back to business

COVID-19 created unprecedented disruption to personal lives and businesses. Know exactly what your customers need by implementing [expert-designed, automated solutions](#). Back to Business XM Solutions is free for 90 days.

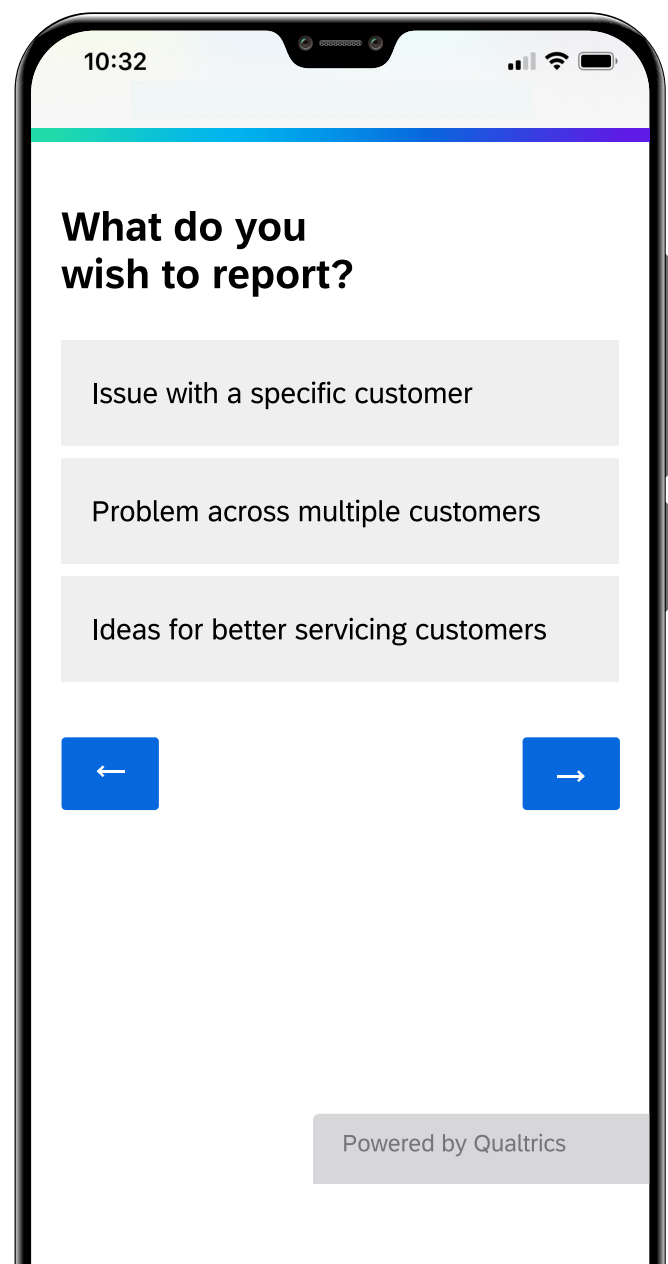
THE PROBLEM

Your business operations will need to continually adapt as the economy recovers. Show your customers you hear them by applying their feedback to new in-location policies, refreshing your digital presence, and managing customer service operations. The quicker you're able to act, the more trust you can build to move your business forward.

OUR SOLUTION

The Back to Business XM Solutions help organizations:

- + Surface issues and equip frontline teams to take immediate actions that drive retention
- + Understand shifting customer expectations and take actions in real time to build confidence and trust
- + Create transparency through a digital open door with customers to get feedback, share updates, and optimize web and app experiences



Frontline Connect

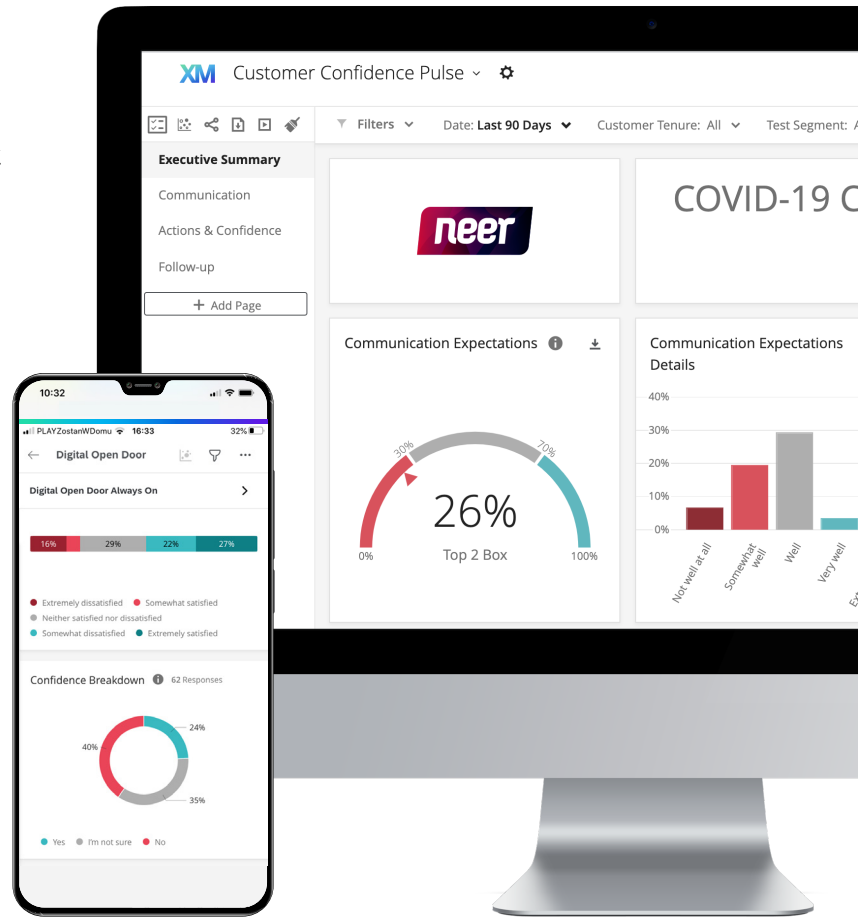
- + Empower your frontline, those who know your customers the best, with automated recommended actions to create fast resolution
- + Help account managers identify and retain at-risk accounts through automated actions

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

Digital Open Door

- + Keep a real-time pulse on changing customer preferences and sentiment via digital touch points
- + Easily communicate guidance, available support, and updates to service
- + Optimize your digital experiences to meet changing needs



**The Back to Business
XM Solutions are provided
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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.