



KINETIC SURVEY

Kinetic Survey 4.0 Features

Survey Creation

Ability to include questions, text, images and multiple pages within a survey

Ability to personalize the text that displays to the user with tags such as first name, business unit, etc.

Ability to copy entire sections, pages and other elements from one survey to another

Ability to clone an entire survey

Ability to activate/deactivate a survey

Includes sample surveys and forms

Ability to create multilanguage surveys

Ability to configure locale-specific messages for the user in the event of an error (required field missing, survey already submitted, connection problems, etc.)

Questions

Allow for multiple question types (date, free text, lists, decimal, integer, numeric range)

Ability to include an attachment on a submission

Ability for a list of answers to come from a separate BMC® Remedy® form

Pattern matching for available answers

Limit the number of characters available to submit for a question

Allow fields to be required

Allow fields to be conditionally required

Mark a question as read-only

Clone questions from another template

Ability to set a default value for a question

Ability to set answer as "Do Not Score"

Styling

Drag and drop WYSIWYG editing of pages

Allows for grid layout functionality

Attach custom CSS style sheet

Link to external stylesheets

Apply CSS styling at a template or page level

Set application-wide styling preferences

Include text (static and dynamic lookup) in your survey

Include images in your survey

Pick images from a central image library

Ability to set style information for any element, including text weight, font, color, background, borders, etc.

Customer Experience (Web)

Limit the total number of characters submitted per page

Hide/show questions and text based on answers/events

In-page queries and set-field value actions

Allow linking to external web pages

Support for other client-side events including mouse-over, on-click, on-change, mouse-out

Include "hoverable" help text for any element.

Specify that a user must login (to Remedy) before accessing a form

Let users go back and change submitted answers on previous pages

View completed results from a web page

Ability for survey invitations to expire

KINETIC DATA

235 SIXTH ST. EAST. SUITE 400B
ST. PAUL, MN 55101
WWW.KINETICDATA.COM



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Ability to include custom JavaScript to extend functionality

Ability to branch to different pages based on customer answers

Ability to include any valid HTML markup in the body of the survey

Messaging

Ability to control the styling of emails sent to customers and employees

Ability to include fields (answers) in an email message

Ability to specify an outbound email mailbox

Allows for HTML and plain text email handling

Enables preview of HTML email messages for message-creators

Include attachments in an email message

Ability to send notifications to managers based on the score of a survey

Ability to send reminders to customers who haven't submitted a survey

Ability to send notifications based on answer qualifications

Ability to embed a simple survey in an HTML email

Reporting

Includes preconfigured reports

Uses Crystal® (Business Objects®) reporting facilities

Includes preconfigured dashboards of customer submissions

Ability to export data from a survey

Ability to report across similar surveys

Ability to modify existing reports

Ability to import custom reports

Auditing

Auditing on change of a customer submission/ answers

Auditing on change of a template (in active status)

Integration

Integrates to other external applications (non-BMC Remedy) via web services, Java API or other BMC Remedy-supported integration capabilities

Events on any BMC Remedy-based form can trigger one or more survey invitations to a customer based on rules

Additional rules can be applied to events to determine whether to send an invitation (every X number, wait X days, total submissions)

Includes opt-out functionality

Create records in other BMC Remedy-based forms on submission by a customer

Ability to send surveys in a batch based on a qualification

Ability to trigger a "Quick Survey" as a popup dialog for agents working an incident/ticket. Can be used for call scripting.

Ability to push data from an originating ticket into a survey for auto-population of answers or for reporting needs

List Manager

Ability to hold lists of people not held in other BMC Remedy-based forms/applications

Ability to easily send out an invitation for a survey from the list manager

Ability to import names/lists into the list manager

Ability for customer submissions to create new members of a list

Ability to populate members of a list via a web service