

User Satisfaction Ratings

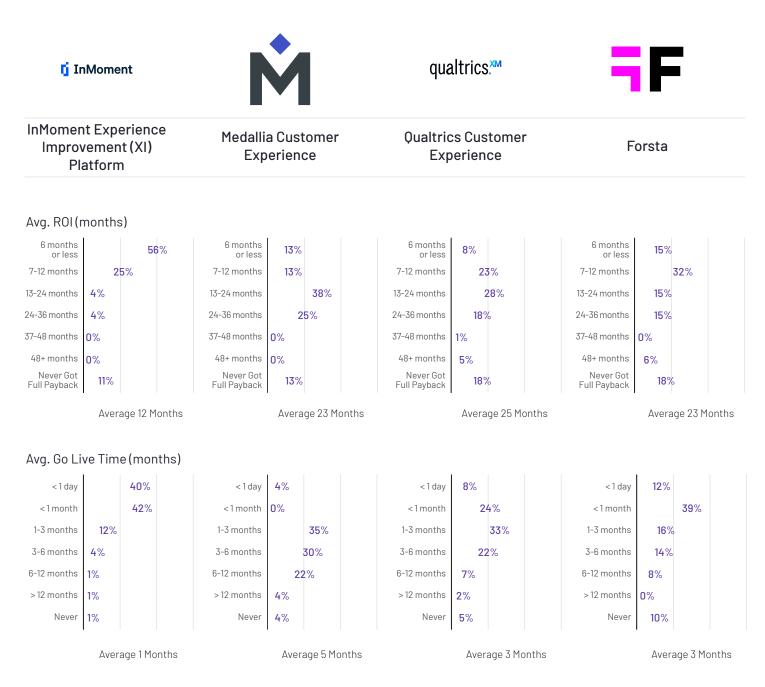
Data is scoped to the Experience Management category. All reviews were collected as of August 17, 2023

🚺 InMoment	Ň		qualtrics [™]		٦F	
InMoment Experience Improvement (XI) Platform	Medallia Customer Experience		Qualtrics Customer Experience		Forsta	
Rating						
**** (314)	★★★★☆ (103)		*** * (523)		★★★★☆ (329)	
	ood partner in doing business? 93%	84%	_	85%		84%
Feedback Collection	91%	90%		88%		83%
Online Reviews	98%	98%		87 %		88%
Segmentation 9	94%	86%		89%		90%
Real-Time Analysis	91%	88%		85%		85%
Real-Time Action 8	39%	87 %		87 %		83%
Ease of Setup 8	38%	7 1%		76%		83%
Ease of Admin 9	90%	77 %		79 %		79 %
Ease of Use	33%	87 %		85%		83%
Quality of Support	90%	85%		85%		81%
(User Satisfaction Ratings continues on next page)						

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User Satisfaction Ratings (continued)



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