

Experience Surveys

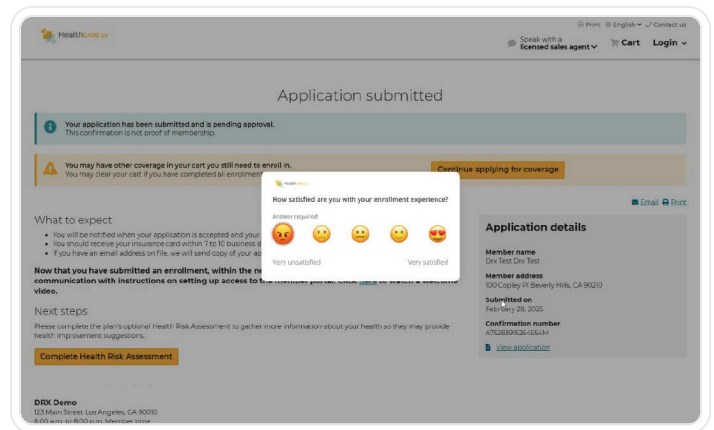
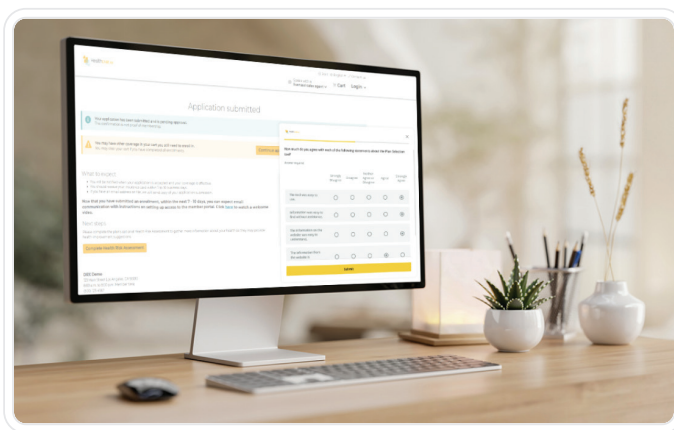
PlanCompare ONE Consumer Sites

ConnectureDRX customers can add Experience Surveys to their PlanCompare ONE platforms to collect consumer sentiment and feedback regarding their shopping and enrollment experiences.

Surveys help increase engagement with the shopping and enrollment experience when reminders are included to take a specific action.

Experience Surveys include:

- **Enrollment Experience** (short and long form)
 - Short form - collect quick feedback on enrollment experience
 - Long form - collect more detailed information from consumer regarding their experience
- **Agent/Call Support**
 - Collect feedback from a consumer who is leaving the site and inform them of a customer service number to call for assistance
- **Abandoned Cart Support**
 - Collect feedback when consumers exit the "Cart" page. They can select from a pick list of options as to why they decided not to enroll
- **Post-Enrollment Engagement Reminder**
 - Remind a consumer that there are calls-to-action after a completed enrollment to engage them before they navigate away from the site



We offer standard templates for Experience Surveys that can be customized with your choice of wording for the survey questions.

Analytics regarding survey responses can be found in the Insights dashboard.