

A Plan for Every Business

Capture feedback across the entire customer journey—from visit to purchase to delivery—all in one plan. We've crafted packages rooted in real-world business needs, so you can find the right fit at any price point.

Survey Features		 Growth (\$0)	 Advanced (\$450/mo*)	 Pro (\$975/mo*)
Unlimited Survey Invitations and Responses	One price regardless of volume — unlimited invitations and responses across customer touchpoints, including site visitors, buyers, and post-delivery.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Seller Ratings Syndication	Direct customer feedback syndicated to Google, Bing, Yahoo, and more!	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Product Reviews	Collect and share reviews of your products.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DataAppending	Pass data (Order ID, Session Replay, etc.) into the survey code, linking responses and customer details.		Order ID	Order ID
				Custom
Reporting and Support				
Historical Data Access	Access aggregate KPIs and customer verbatims 24/7 via our web-based portal, VitalSigns.	4 Months	7 Months	16 Months
Benchmark Performance	Category and aggregate comparisons to your competition.	Network	Category	Custom
Custom Insights & Analysis	Our Client Insights experts help you understand more and prioritize better.	-	-	<input checked="" type="checkbox"/>
API Connections	Import responses into your business intelligence tools for expanded reporting and customer profiling.	Limited	Extended	Extended
Real-Time Feedback Alerts	Receive alerts via your CRM or email, then respond directly to resolve issues and save abandoned sales.	-	Standard	Custom
Net Promoter Score (NPS®)	Understand and track your Net Promoter Score across customer touchpoints.	-	Overall	Detailed
Comment Sentiment Analysis	Understand sentiment in relation to scores and performance.	-	+OSAT	+KPIs
Account Check-Ins	Scheduled calls to take a closer look at data, answer questions, and more.	-	4	12
Named Account Manager	Build a relationship with a hands-on client experience manager who understands your business and needs.	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Opted-In Email Marketing Lists	Expand your marketing contacts by adding respondents who have opted-in to your email list.	-	-	<input checked="" type="checkbox"/>
Quarterly Insights Analysis	Custom analysis from an Insights Expert to prioritize trends and areas for improvement.	-	-	<input checked="" type="checkbox"/>
AI-Powered Tools				
AI-Driven Comment Analysis	Identify the most important patterns in your verbatims, flagging what to address, what to preserve, and what to celebrate.	Summary	Details	Prompts
AI-Powered Reports	Get our AI-powered reports delivered directly to your inbox.	Summary	Details	Details

See full details and compare plans at: bizrateinsights.com/plans.

Start Optimizing Your CX Strategy

Work with a Client Experience Manager to create a custom-fit **Enterprise Solution** designed to meet your CX needs.



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