

ClearlyRated® for RPO Organizations

Measure the client experience.
Build online reputation.
Differentiate on service quality.



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Who is ClearlyRated®?

Headquartered in Portland, Oregon, ClearlyRated is a team of men and women who believe it's good business for professional service providers to place the client experience at the heart of their growth strategy.

To that end, we're on a mission to help RPOs credibly differentiate themselves based on the service they provide.

What we do

The ClearlyRated client experience program blends a short client satisfaction survey with an online profile highlighting star ratings and testimonials earned by the firm. Imagine if JD Power & Associates had a love child with Glassdoor.com, and you see where we're going.

What is "Best of RPO™"?

Participating RPOs are eligible to earn ClearlyRated's annual "Best of RPO" award, presented in partnership with Indeed, for service excellence. Winners are publicly acknowledged for their service accomplishments and are listed on ClearlyRated.com.

INDUSTRY PARTNERS



The Net Promoter® Methodology

The ClearlyRated client survey uses the Net Promoter Score (NPS®) methodology. NPS is a simple metric, based on the question “How likely are you to recommend our company to a friend or colleague?” The question is answered on a 0-10 scale with ten being extremely likely to recommend and zero being not at all likely.

Responses to this question are divided into three categories:



DETRACTORS

Give a rating of 0-6



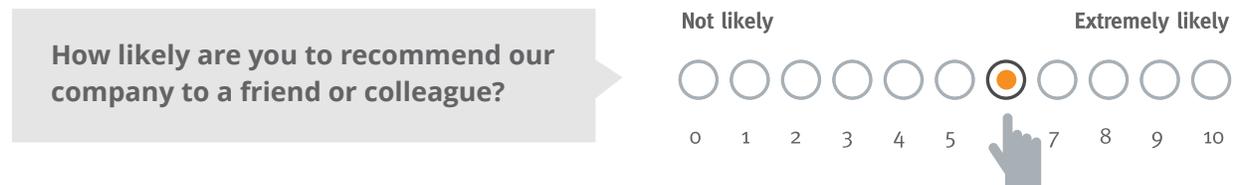
PASSIVES

Give a rating of 7-8



PROMOTERS

Give a rating of 9-10



NPS is calculated by subtracting the percentage of detractors from the percentage of promoters:

16 / 20 **PROMOTERS = 80%**

2 / 20 **DETRACTORS = 10%**



= 70% NPS (80% - 10%)

What Our Clients Say

"I speak on behalf of my entire company when I say that we truly love partnering with ClearlyRated. It honestly is one of our most beneficial partnerships. Our biannual survey campaign helps keep us in check on what we need to continue doing and where we can improve, and it benefits all teams in our office. AND THE BEST PART, it's SO easy!! I think a big part of this is our Account Manager, Ryen, and her incredible level of service. Seriously, she makes it incredibly easy on me which is so appreciated."



ASHLEY BRICKMAN

Engagement Manager | IDR, Inc.

"ClearlyRated is the only game in town who has structured a program that allows customers and employees to weigh in on how they experience the services provided by a staffing agency. The process drives ongoing improvements in service performance and keeps the entire staff accountable to deliver in accordance to a company's service promises."



JEANNE KNUTZEN

CEO | PACE Staffing

"The experience is excellent but the tools and metrics provided that will be used to help us grow and improve are invaluable. We love being able to promote our ratings internally and externally and see the value it brings our employees and organization. We have had the most amazing support from our Account Manager and the entire ClearlyRated team."



JON KEIL

Director of Corporate Operations | The Salem Group

How It Works



Measure client satisfaction with Net Promoter® Score

NPS is a single metric that allows RPOs to measure and grow client satisfaction and service quality across the organization.



Celebrate service wins and tackle client issues

Shout out notifications allow clients to recognize members of your team that have gone above and beyond the call of duty, while issue tracking helps you address client concerns before they become client churn.



Build online reputation with ratings and testimonials

NPS scores are validated and translated into 5-star client ratings, which populate real-time on your ClearlyRated.com profile (along with testimonials from clients who love you).



Win a third-party award for client satisfaction

Qualifying RPOs receive an accredited industry award, presented in partnership with Indeed, to help you demonstrate your commitment to client satisfaction and differentiate from the competition.

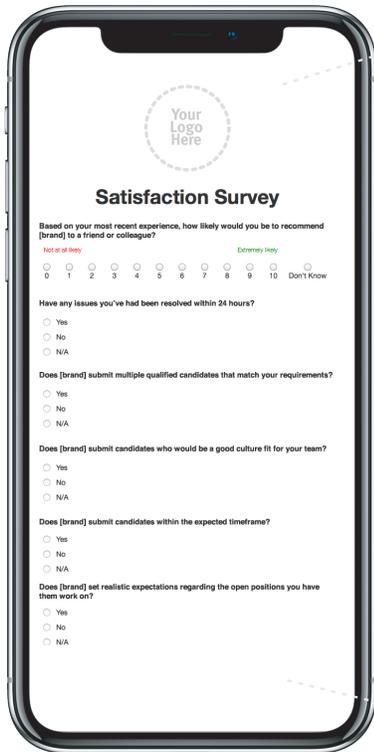


Grow your business on a foundation of service excellence

Surveying your clients is not a new idea. But investing in an industry-validated survey program designed specifically to help your company foster a culture of service excellence and leverage client feedback for growth - that's the promise of ClearlyRated.

8-Question Client Survey

This is a preview of the survey that your clients will receive. On average, businesses that survey clients through ClearlyRated see a 32% response rate.



This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a client's level of loyalty to your company. This metric determines if your firm earns the Best of RPO™ award.

After a decade of client satisfaction research for professional service firms, ClearlyRated has identified these 5 key drivers of client satisfaction.



Satisfaction Survey

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have any issues you've had been resolved within 24 hours?

Yes
 No
 N/A

Does [brand] submit multiple qualified candidates that match your requirements?

Yes
 No
 N/A

Does [brand] submit candidates who would be a good culture fit for your team?

Yes
 No
 N/A

Does [brand] submit candidates within the expected timeframe?

Yes
 No
 N/A

Does [brand] set realistic expectations regarding the open positions you have them work on?

Yes
 No
 N/A

What is the primary reason behind the rating you provided?

What, if anything could [brand] do differently to increase the value you receive working with them?

Initial Email Invitation Sent to Clients

Dear [fname],

Your opinion is important to us. Please help us improve by completing a quick, [question_count] question survey on your recent experiences with our firm.

Based on your most recent experience, how likely are you to recommend [Brand] to a friend or colleague?

0 1 2 3 4 5 6 7 8 9 10 Don't Know

(0 – Not at all likely and 10 – Extremely likely)

(Please note: clicking selection above will direct you to the rest of the survey)

By taking time to share a few thoughts with us on your experience, you are helping us discover ways to improve the service we provide you.

Thank you in advance for your time.

Sincerely,

[email_signature_name]

[email_signature_title]

This survey was sent to you by ClearlyRated on behalf of [Brand]. If you have any questions or problems with the survey, please contact ClearlyRated at 800-921-2640, or by email at survey@clearlyrated.com

Please read our Privacy Policy. To unsubscribe from all future surveys conducted by ClearlyRated, please click here: [\[unsubscribe\]](#)

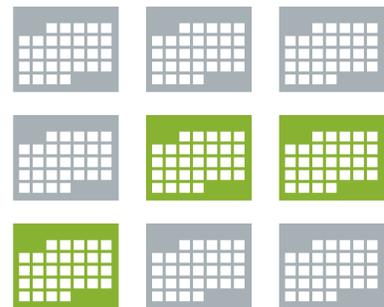
Who to Survey

Surveying your clientele with ClearlyRated grants your company eligibility to win the annual Best of RPO™ award, presented in partnership with Indeed, for service excellence. Each participating RPO must pass the eligibility standards before they can move forward to earn the award.

Preparing Your Contact List

To be eligible for the Best of RPO award for client service excellence, **choose at least 3 consecutive months over the last 12 months**, and provide ClearlyRated with a list of **one hundred percent (100%) or a minimum of 500** individual client contacts who were billed for services during that time frame.

EXAMPLE: You request a list from your accounts receivable department of clients who were billed in May, June, and July. These are three consecutive months, so your list meets the requirement.



You must choose billed clients from 3 consecutive months.

Response Rate Requirements

Participating RPO organizations must receive at least a 20% response rate AND at least 15 responses, or a minimum of 250 responses.

EXAMPLE 1: You provide a list of 35 clients. 17 of those clients complete the survey; that's a 49% response rate. You meet the award eligibility requirement of at least a 20% response rate and at least 15 total responses.

EXAMPLE 2: You provide a list of 172 clients. 31 of those clients complete the survey; that's an 18% response rate. This firm does NOT meet the response rate requirements of at least a 20% response rate, despite having received 15+ responses.

EXAMPLE 3: You provide a list of 1500 clients. 280 clients complete the survey; that's a 19% response rate. This firm meets the award eligibility requirements because they have at least 250 responses despite not having a 20% response rate.



You must have at least 15 responses and a 20% response rate.

How to Use Survey Results to Improve ROI

The ClearlyRated client experience program is powered by a survey platform and reporting dashboard designed to help RPOs maximize the ROI of their survey program.

CLEARLYRATED DASHBOARD

Your online dashboard of survey responses.

PINPOINT ISSUES BY COMPANY

Why is Company B's satisfaction score so much lower? What's happening here? Look into this.

PINPOINT LOCATION ISSUES

What's happening with Miami? Their satisfaction score is too low.

REWARD TOP PERFORMERS

Andy and Angela are doing a really great job! Recognize in next meeting.

RETAIN AT-RISK ACCOUNTS

Portfolio leader needs to look into Gerald's issue.

GET REFERRAL PROSPECTS

Ask for referrals from James and Anna!

GET FRESH TESTIMONIALS

Great testimonial. Get on website and proposal template today.

Plus/Enterprise reporting package shown.



How to Use Responses in Your Business

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https://dashboard.clearlyrated.com

clearlyrated®

Surveys Contacts Manage My Issues

Overview / Best of RPO

Benchmarks Reports Preview

Q2 Survey

Company

Search	Overview	NPS	Response Rate	Issues
		NPS ^	Response Rate ^	Flagged
Client A	100%	28.1%	--	
Client B	53.8%	34.2%	2	
Client C	100%	47.6%	--	
Client D	100%	36.8%	--	

Locations

Search	Overview	NPS	Response Rate	Issues
		NPS ^	Response Rate ^	Flagged
Alexandria, VA	100%	50%	--	
Boston, MA	100%	45%	--	
Buffalo, NY	100%	28.6%	--	
Miami, FL	33.3%	25%	1	

Portfolio Leaders

Search	Overview	NPS	Response Rate	Issues
		NPS ^	Response Rate ^	Flagged
Andy Bernard	100%	50%	--	
Angela Martin	100%	45.5%	--	
Dwight Schutte	100%	23.5%	--	

Plus/Enterprise reporting package shown.

How to Use Feedback in Your Marketing

Your online reporting dashboard provides much more than diagnostic information; you'll also glean valuable testimonials and recognize potential business development opportunities when you review candid and timely responses.

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Your online dashboard of survey responses.

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The screenshot shows the CLEARLYRATED dashboard interface. At the top, the URL is https://dashboard.clearlyrated.com. The dashboard features a navigation bar with 'Surveys', 'Contacts', 'Manage', and 'My Issues'. Below this, there's a section for 'Q2 Survey' with a 'Responses' table and a 'Testimonials' section. The 'Responses' table includes columns for NPS, Respondent, and Response. Three responses are highlighted with callouts: Gerald Clinton (NPS 7), James Ford (NPS 10), and Anna Truman (NPS 10). The 'Testimonials' section lists George Pierce and Anna Johnson with their respective responses and dates.

NPS	Respondent	Response	Date
7	Gerald Clinton Circuit City	"It's a great idea, complicated and already full schedule. I haven't been product."	
10	James Ford Pets.com	"Outstanding service and value." "Excellent service by our portfolio leader. She's very on top of things!"	Mar 4, 2015
10	Anna Truman Tower Records	"Professional, expert, great customer service." "Timely response and availability to meet our needs."	Mar 4, 2015

Respondent	Response	Date
George Pierce Tower Records	Everyone is always helpful and truthful in their efforts and information. I always walk away or actually get off the phone feeling like the things have been	Jun 1, 2015
Anna Johnson Enron	"Your team goes above and beyond to help me navigate the complex and changing rules around recruiting and hiring."	

Plus/Enterprise reporting package shown.

Star Ratings and Testimonials on ClearlyRated.com

When you survey clients with ClearlyRated, your company earns star ratings and testimonials on ClearlyRated.com - making it easier to credibly prove your service quality to prospective buyers. The features on your organization's profile page will depend on the number of companies that your company serves, along with your survey package.

The screenshot shows a company profile page on www.clearlyrated.com. The page layout includes a search bar at the top, a company header with a logo placeholder, and several content sections. Callouts point to specific features: 'BRAND LOGOS' points to the company logo area; 'LOCATION' points to the address and map area; 'CONTACT INFO' points to the email and phone details; 'TESTIMONIALS' points to the list of client reviews; 'AWARD BADGE' points to a 'BEST RPO' badge; and 'RATINGS' points to the overall client rating and star display.

Ongoing Program Improvements

We're continually evaluating and updating the feature sets of our survey program in order to more effectively partner with you. For the most up-to-date information on our current offerings, reach out to your ClearlyRated contact.

We also...

- **Offer a variety of different integrations with commonly used applications.** Our integrations allow you to access your survey results in the tools you already use and, after a painless initial setup, automate your survey sends. We currently integrate with the following applications:
 - Bullhorn
 - Salesforce
 - Microsoft Dynamics
- **Support a variety of survey frequencies and touchpoints.** Not every survey program is best served by a single annual check-in, and we are able to support a variety of cadences, including:
 - Monthly
 - Weekly
 - Daily
- **Survey internal employees in addition to external clients.**
- **Create opportunities to do even more with the testimonials we collect on your behalf.** We've developed technology to help you amplify the impact of your most positive feedback, including:
 - Social sharing on LinkedIn and Facebook
 - Star Rating widget for your website or email

Ask Your ClearlyRated Contact for More Information!

ClearlyRated Survey Package Features

When you survey clients with ClearlyRated, your company earns star ratings and testimonials on ClearlyRated.com - making it easier to credibly prove your service quality to prospective buyers. Pricing for your ClearlyRated survey program will depend on the number of companies that your company serves, along with survey frequency and package level.

	Premium	Plus	Enterprise
NPS® Drivers satisfaction survey (up to 8 questions)	✓	✓	✓
Real-time access to survey results	✓	✓	✓
View survey responses with Bullhorn, Salesforce, or Microsoft Dynamics	✓	✓	✓
Star ratings on ClearlyRated.com <ul style="list-style-type: none"> • Real-time star ratings can also be displayed on firm website and in corporate email signatures 	✓	✓	✓
Access to ClearlyRated Marketing Toolkit <ul style="list-style-type: none"> • Social media tools • Best of RPO press release template (winners only) 	✓	✓	✓
Get fresh testimonials	✓	✓	✓
Real-time email alerts	✓	✓	✓
Get internal employee Shout Outs	✓	✓	✓
Best of RPO award logo (winners only)	✓	✓	✓
Issue resolution tracking		✓	✓
Get NPS by portfolio leader, industry, practice area, or client company		✓	✓
Additional survey questions (up to 10 total)			✓
API access			✓



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