XM FOR GOVERNMENT

Improve services and increase trust with experience management

Deliver experiences that delight customers and stakeholders, drive engagement, build trust with constituents, and deliver on your key priorities with the Experience Management Platform™ trusted by 300+ state and local agencies.

CITY OF ORLANDO

MIAMI-DADE COUNTY

CONSERVATION DEPARTMENT MISSOURI

> By moving beyond operational data and measuring residents' experiences with government, we are able to gather real-time feedback to improve city services and increase trust.

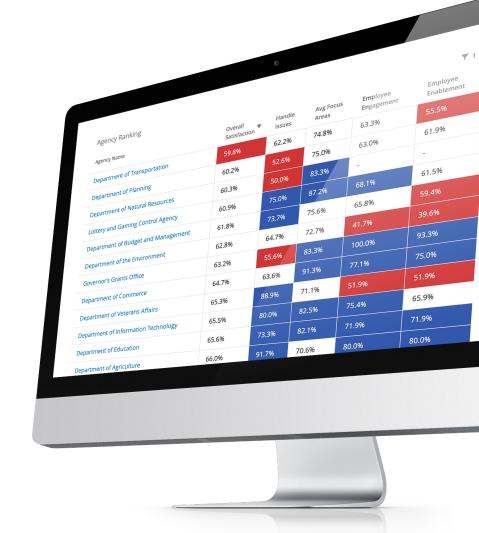**Matt Broffman**
Director of Innovation, City of Orlando

Improve every experience on one flexible platform

+ Close data silos with centralized data collection and governance

+ Engage customers on their own terms with a multi-channel engagement

+ Take action on feedback and improve experiences at the moments that matter most

qualtrics**XM**

Powerful government experience management programs

+ Ensure data security with a FedRAMP-certified platform

+ Measure satisfaction to understand where you can improve

+ Identify key drivers of satisfaction to drive action

+ Sift through open-ended text with intelligent text and sentiment analysis

+ Deliver real-time reporting through personal dashboards

Agency Ranking / Agency Name	Overall Satisfaction ▼	Handle Issues	Avg Focus Areas	Employee Engagement	Employee Enablement
		62.2%	74.8%	63.3%	55.5%
	59.8%		75.0%		61.9%
Department of Transportation	60.2%	52.6%		63.0%	
		50.0%	83.3%	-	-
Department of Planning	60.3%		87.2%	68.1%	61.5%
		75.0%		65.8%	59.4%
Department of Natural Resources	60.9%		75.6%		
		73.7%		41.7%	39.6%
Lottery and Gaming Control Agency	61.8%		72.7%		
		64.7%		100.0%	93.3%
Department of Budget and Management	62.8%		83.3%		
		55.6%		77.1%	75.0%
Department of the Environment	63.2%		91.3%		
		63.6%		51.9%	51.9%
Governor's Grants Office	64.7%		71.1%		
		88.9%		75.4%	65.9%
Department of Commerce	65.3%		82.5%		
		80.0%		71.9%	71.9%
Department of Veterans Affairs	65.5%		82.1%		
		73.3%		80.0%	80.0%
Department of Information Technology	65.6%		70.6%		
Department of Education	66.0%	91.7%			
Department of Agriculture					

Join the world's leading innovators

+ **Proactive outreach** to start conversations with customers

+ **Personalize your program** to enable all departments to make an impact

+ **Deliver actionable insights** to turn data into improvements that drive your core outcomes

qualtrics XM

See how it works — Book your demo at www.qualtrics.com/government