

HappyOrNot: Service Pack Comparison

Empowering your organization	Essentials	Professional
Automated online onboarding (training, webinars)	✓	✓
Online training materials (the Service Handbook)	✓	✓
Online Knowledge base access (Articles, FAQs)	✓	✓
Modular training packages	✗	✓
Advanced Reporting setup	✗	✓
Extended Customer Support 5 days/week	✓	priority support
Feedback collection	Essentials	Professional
Smiley Terminal product range	✓	✓
Smiley Touch product range	✓	✓
Branding	extra cost	extra cost
Unlimited surveys	✓	✓
Multi-lingual surveys	✓	✓
Unlimited feedback responses	✓	✓
Real-time Insights and Incident Management	Essentials	Professional
Real-time data reporting	✓	✓
Administrative tools	✓	✓
Reporting service access (per terminal subscription)	up to 3	up to 5
Mobile App	✗	✓
Real-time insights and push notifications	✗	✓
Real-time incident management for frontline employees	✗	✓
Integration via API	extra cost	extra cost
Email performance reports	✓	✓
Data exports	✗	✓
Real-time KPI performance benchmarking against past periods	✗	✓
Industry Benchmarking	✓	✓
Tailored reports	extra cost	extra cost
Remote admin	extra cost	extra cost
Engagement	Essentials	Professional
Social sharing	✓	✓
Live Sharing	✗	✓
In-device result sharing for Smiley Touch	✓	✓