Product Description

Published: Jun 8, 2026

Definitions and Licensing:

“Employee Limit” shall mean the total number of employees employed by Customer at the time of the Order Form Effective Date.

“Users” shall mean the number of specific individuals who are given access to the product or product content; or, in the case of Discover: 360 Feedback, the number of specific individuals who are the subject of the multi-rater assessment.

“Expires On” shall be the date by which the Order Form must be signed by the Customer to be valid. Perceptyx may, at its option, honor Order Forms signed by the customer after the Expires On date.

“Quantity” means the licensing metric assigned in the Product Descriptions for the listed product. If no licensing metric is assigned, Quantity shall mean the total number of employees employed by Customer at the time of the Order Form Effective Date.

Perceptyx Platform

In addition to the specific functionality outlined in later sections, the Perceptyx platform serves as the foundational technology layer where our core innovation and IP reside, powering a unified, intelligent experience across all listening modalities. Designed to help HR and people leaders not only understand employee feedback but take meaningful action that leads to individual and organizational growth, the platform includes the following standard capabilities, regardless of the specific listening programs in use:

1. Platform Experience 1.1. Personalized homepage 1.2. Reminders and alerts 1.3. At least 35 Languages supported, including English (US) 2. Admin Portal 2.1. View and manage company users 2.2. Set 1 company logo and color scheme	3. Roles & Responsibilities 3.1. Standard Company Admin role with additional roles available per package 4. Data Management Self-managed data import 4.1. Automated data feed via SFTP or HRIS connections ** 4.2. Manager Hierarchy tree 5. Integrations with Slack, Teams and Perceptyx API.

** With supporting premium add-on

Discover

Discover is the product family within the Perceptyx portfolio designed to gather, analyze, and surface insights from employee feedback collected across a range of listening channels (i.e., products), each licensed independently. Whether through point-in-time surveys, lifecycle surveys, crowdsourcing & voting, or 360 feedback, Discover enables organizations to continually capture the voice of the employee. In addition to the core Platform capabilities, the following capabilities are included and shared across each of the Discover listening channels:

1. Listen
   - 1.1. Listing of all active listening events
2. Analyze*
   - 2.1. Listing of all closed listening events
   - 2.2. Analytics Studio (for Admin & Creator only)
     - 2.2.1. Data trends across surveys
     - 2.2.2. Create customized dashboards and cross-survey projects
     - 2.2.3. Cross-channel analytics
     - 2.2.4. Comment analysis based on sentiment, theme, and intent with option to add Comment Copilot[1] for comment summarization
     - 2.2.5. Advanced theme discovery with supervised model
   - 2.3. AI Hub (for Admin only)
     - 2.3.1. Upload multi-lingual comment data collected outside the Perceptyx platform understand the themes, intents, sentiments, and emotions
3. Act
   - 3.1. Dashboard that shows active action plans for all listening events
   - 3.2. Action Plan metrics
     - 3.2.1. Top survey items used in action plans along with breakdown by roles
     - 3.2.2. Ability to search for an action plan by user
     - 3.2.3. Usage report available for managers included in the hierarchy created from the customer data file, and provides information on items selected for action
4. Roles & Responsibilities
   - 4.1. Standard roles: Admin, Creator, Reporting users and Participant (360 channel only)

[1] Comment Copilot is an optional feature, disabled by default and only enabled by customer's direct request

* Applicable only when used with a listening channel

Discover: Point-In-Time Listening Channel

Includes all functionality identified in Discover. Licensed on the basis of Employee Limit for unlimited use of Discover: Point-in-Time for point-in-time survey creation and launch with the following functionalities:

1. Personalization
    1.1. Background and button colors
    1.2. Add company logo (1)
    1.3. Communicate via a Welcome & Thank you page, Consent page, Invitation & Reminder emails
2. Question Types
    2.1. Favorability, single select, multi-select, ranking, emoji, open-ended comments, 3 words, Tile & Drill, 0-10 Net Promoter Score (“eNPS”)
3. Question Content
    3.1. Best practice question and template library with at least 300 questions
    3.2. Custom question creation
    3.3. Conditional Logic using self-reported responses to questions
    3.4. Demographic driven Conditional Logic using pre-loaded HRIS demographics
4. Access & Distribution
    4.1. Launch either Attributed (embedded demographic attributes) or non-Attributed (no associated demographics) survey via URL
    4.2. Email distribution or SMS distribution**
    4.3. Customer may request additional access point(s), as made generally available, via PIN entry page, QR code, without limitation
5. Launch Process
    5.1. Select invitees based on demographics or Manager Hierarchy
    5.2. Single invitation or reminder template with branded theme
    5.3. Single launch event (immediate or scheduled)
    5.4. Invitations and reminders sent in a single batch
    5.5. Pre-launch approval process
6. Analyze
    6.1. Filter and Compare results (for each demographic provided), with demographic-based data permissions
    6.2. Standard Analytics Reports: Favorability; Trend; Hotspot; Completion; Demographic
    6.3. Demographics Analysis Report (Crosstab)
    6.4. Export Data to Excel or PDF (as available)
    6.5. Manager Hierarchy Reporting
    6.6. Personalization: custom logo and colors
    6.7. Comments:
        6.7.1. Sentiment Analysis
        6.7.2. Comment theme detection with lexical matching
        6.7.3. Word Cloud
        6.7.4. All Comments
        6.7.5. Word Frequency
        6.7.6. Comment co-occurrence
        6.7.7. Comment crosstab
7. Reporting
    7.1. Best Practice Role-Based downloadable Reports
    7.2. Unlimited reporting users
    7.3. Individual reporting user creation
    7.4. Reporting user set up using demographics and/or hierarchy
    7.5. Trend configuration within platform (items and demographics)
8. Action Planning
    8.1. Create Action Plan based on survey results, show commitments and follow up dates for each Action Plan
    8.2. Ability to create new action plans and complete old ones
    8.3. Plans can be created at all levels and for any specific demographic data cut
    8.4. Information can be organized using manager and Employee ID to provide different levels of granularity for review by manager, project, and executive teams.
9. Benchmarks:
    9.1. Perceptyx Standard Benchmarks (for questions in Best Practice question

	library): Perceptyx Overall, PYX Overall 75th percentile; S&P 500, and S&P 500 75th percentile

** with supporting premium add-on

Discover: Lifecycle Listening Channel

Includes all functionality identified in Discover. Licensed on the basis of Employee Limit for unlimited use of Discover: Lifecycle for lifecycle survey creation and launch with the following functionalities:

1. Personalization
   - 1.1. Background and button colors
   - 1.2. Add company logo (1)
   - 1.3. Communicate via a Welcome & Thank you page, Consent page, Invitation & Reminder emails
2. Question Types
   - 2.1. Favorability, single select, multi-select, ranking, emoji, open-ended comments, 3 words, 0-10 Net Promoter Score ("eNPS")
3. Question Content
   - 3.1. Best practice question and template library
   - 3.2. Content delivered across all demographic groups/ entire organization
   - 3.3. Custom question creation
   - 3.4. Conditional Logic using self-reported responses to questions
   - 3.5. Demographic driven Conditional Logic using pre-loaded HRIS demographics
4. Access & Distribution
   - 4.1. Launch either Attributed (embedded demographic attributes) or non-Attributed (no associated demographics) survey via URL
   - 4.2. Email distribution or SMS distribution**
   - 4.3. Customer may request additional access point(s), as made generally available, via PIN entry page, QR code, without limitation
5. Launch Process
   - 5.1. Select invitees based on demographics or Manager Hierarchy
   - 5.2. Single invitation or reminder template with branded theme
   - 5.3. Single launch event (immediate or scheduled)
   - 5.4. Invitations and reminders sent in a single batch
   - 5.5. Pre-launch approval process
6. Analyze
   - 6.1. Filter and Compare results; data trends across surveys; demographic based data permissions
   - 6.2. Standard Analytics Reports: Favorability; Trend; Hotspot; Completion; Demographic
   - 6.3. Demographics Analysis (Crosstab)
   - 6.4. Export Data to Spreadsheets
   - 6.5. Personalization: custom logo and colors
   - 6.6. Comments:
     - 6.6.1. Sentiment Analysis
     - 6.6.2. Comment theme detection with lexical matching
     - 6.6.3. Word Cloud
     - 6.6.4. All Comments
     - 6.6.5. Word Frequency
     - 6.6.6. Comment co-occurrence
     - 6.6.7. Comment crosstab
7. Reporting
   - 7.1. Unlimited reporting users
   - 7.2. Individual reporting user creation

4.4. Event driven programming for automated distribution of invitations (based on DATE datatype)	7.3. Reporting user set up using demographics 7.4. Trend configuration within platform (items and demographics) 7.5. Lifecycle reports 8. Benchmarks: 8.1. Perceptyx Overall Exit and Perceptyx Overall Onboarding

** with supporting premium add-on

Discover: Crowdsourcing & Voting Listening Channel

Includes all functionality identified in Discover. Licensed on the basis of Employee Limit for unlimited use of Discover: Crowdsourcing & Voting for crowdsourcing and voting with the following functionalities:

1. Personalization 1.1. Add company logo (1) 1.2. Communicate via Invitation & Reminder emails 1.3. Ability to communicate via optional Thank You modal if voting is turned off 2. Question Types 2.1. 5-point fixed Likert, yes/ no, or 0-10 Net Promoter Score (“eNPS”) 3. Question Content 3.1. Best practice question and template library 3.2. Custom question creation 3.3. Scaled questions ahead of an open-ended question with voting 4. Access & Distribution 4.1. Ability to launch Attributed (via non-attributed link with ID verified at login) or non-Attributed (anonymous) URL link 5. Launch Process 5.1. Launch on demand or schedule with specific date/ time 5.2. Invitations sent in a single batch 6. Reporting 6.1. Prioritized Leaderboard of responses 6.2. Results export for managers, reporters & administrators	Aspects of platform functionality which are unique to the Crowdsourcing & Voting listening channel: 8. Roles & Responsibilities 8.1. Admin (up to 5), Reporter, Manager of Managers, Manager 9. Analytics 9.1. Dashboards 9.2. Role/ User type Dashboard 9.3. Advanced analytics reports and NPS 9.4. Ranked prioritization across organization or specific demographic segments 9.5. Audience Matrix 10. Crowdsourcing and Voting Experience 10.1. Agile pulsing to aid in determining the general sentiment of a group prior to full survey completion 10.2. Single open-ended question with voting 10.3. Pairwise voting 10.4. Real-time or Staged (to allow time for curation of comments) 10.5. Crowd flagging/ inappropriate flagging 10.6. Name and expletive filter (lexical match)

7. Benchmarks 7.1. Two data cuts from the top five industry benchmarks to be used as comparison points	10.7. Focused Crowdsourcing by voting pool subgroup using self-reported demographic attribute

Discover: 360 Feedback Listening Channel

Includes all functionality identified in Discover. Licensed on the basis of Users for the use of Discover: 360 Feedback for multi-rater assessments for a specified number of subjects with the following functionalities:

1. Personalization 1.1. Add company logo (1) 1.2. Communicate via Invitation & Reminder emails 1.3. Message copy personalized via dynamic tags in Invitation emails 2. Question Types 2.1. Favorability, open-ended comments 3. Question Content 3.1. Best practice template library 3.2. Custom question creation (ability to add questions or use custom competency model) 4. Administration 4.1. Available 360 & 180 options 4.2. Option for external raters 4.3. Option to schedule invites at a future date	5. Access & Distribution 5.1. Email distribution with embedded attributed links 6. Launch Process 6.1. Individual or batch-based launch 7. Reporting 7.1. Participant reports automatically generated upon survey close 7.2. Admin user access to aggregate report defined by demographic views (not hierarchy) 7.3. Response Rate report 7.4. Competency, Question, Comment Results (Mean Scores) reports 7.5. Summary Results (Top/Bottom, Strengths/Blind Spots) report

Activate Agent

Activate is the employee activation agent, designed to empower all employees to take part in driving organizational change through the use of AI-assisted action plans, behavioral nudges, and AI-based coaching. Licensed on the basis of Users, customers who purchase the Activate agent will gain access to the following capabilities, which augment the standard action planning capabilities of the Perceptyx platform.

1. Action Planning[***]
   1.1. Auto-generated AI assisted action plans for managers
   1.2. Action plan recommendations based on feedback from point-in-time events, using most actionable items algorithm
   1.3. Development plan recommendations based on 360 or 180 feedback, using most actionable items algorithm
2. Nudges
   2.1. Available for standard benchmarked and custom non-benchmarked items
   2.2. Ability to select additional priorities for nudges in addition to Action plan identified priorities
   2.3. Nudges sent via email, Teams or Slack
   2.4. Nudge preference and customization options for employees
3. AI Coaching Conversations[2]
   3.1. LLM chat-based support for brainstorming commitments to action plans
   3.2. LLM chat-based support for discussing how to implement nudge suggestions
   3.3. On-demand conversational chats for guidance
4. Advanced tools for Admins & HR
   4.1. Dynamically boost nudges for specific categories in response to company insights or events
   4.2. Add links to company learning content or other resources in the context of relevant nudges
   4.3. Generate custom nudges based on an organization's content[**]
5. Nudge metrics
   5.1. Summary metrics about overall nudge, coaching, and action planning engagement in their organization
   5.2. The most popular themes that employees are selecting as personal growth areas for nudges
   5.3. Nudge view rate
6. Languages
   6.1. Nudges available in at least 26 languages, including English

[**] with supporting premium add-on

[***] Applicable only when used with survey data

[2] AI-based coaching is an optional feature, purchased separately and only enabled by customer's direct request

Conversational Listening Agent

The Conversational Listening Agent (CLA) is an AI-powered listening channel that enables organizations to collect authentic, qualitative feedback through natural, psychologically safe conversations. Licensed per lifecycle use case, currently for use with Exit surveys and on the basis of Employee Limit, CLA extends Discover: Lifecycle by transforming a traditional Exit survey into an interactive, chat-based experience designed to surface deeper insights into employee experiences.https://docs.google.com/document/d/1-730uEYtm6ZHg8IBBloQxy_XXVaIRfFmNVImiT4jRpY/edit?tab=t.0#heading=h.7nb1op2r0qgn

1. Conversational Experience
   1.1. AI-guided chat experience aligned to Perceptyx best practice Exit constructs.
   1.2. Structured but natural dialogue that encourages candid, detailed responses while maintaining psychological safety and neutrality.
   1.3. Supports skip logic, clarifications, and early exits without biasing participant input.
2. Integration & Access
   2.1.
   2.2. Seamlessly integrated within the Perceptyx platform for unified feedback, analysis, and action.
3. Configuration & Administration
   3.1. Configurable as part of a Discover: Lifecycle Exit event.
   3.2. Admins may customize welcome and closing messages, branding, and conversation settings.
   3.3. Behavior and tone governed by Perceptyx's system prompt framework.
4. Data & Reporting
   4.1. Conversations analyzed using Discover comment analysis tools for theme, sentiment, and intent.
   4.2. Support for Comment Copilot to summarize and synthesize conversational feedback.[3]
   4.3. Reporting includes completion metrics, conversation volume, and average seat time.
   4.4. Transcript export available when enabled and subject to confidentiality and minimum respondent thresholds.
5. Languages
   5.1. Available in English with multi-language support planned.[3]
6. Dependencies & Limitations
   6.1. Requires an active Discover: Lifecycle subscription and currently supports Exit events only.
   6.2. Reporting access and transcript visibility subject to confidentiality and minimum respondent requirements.

[3] Planned capability included on the Perceptyx product roadmap

Narrative Analysis Agent

The Narrative Analysis Agent (NAA) is an AI agent that processes and analyzes unstructured employee feedback from open-text comments to uncover key insights, themes, and sentiment. Licensed on the basis of Employee Limit for unlimited use.

1. Conversational Experience
   1.1. Natural language query interface for exploring comment data
   1.2. Ask questions about employee feedback to identify common themes and understand where action will have the greatest impact
   1.3. Query comment data across multiple questions within a survey and demographics to identify specific topics and employee groups
   1.4. Demographic filters applied through natural language prompts for flexible analysis — adapt parameters in the course of conversation, without needing to define criteria upfront
   1.5. Conversation context maintained within active session
   1.6. Option to leverage set of structured prompts, designed by in-house experts to yield actionable insights
2. Generative AI Analysis
   2.1. Synthesis of large volumes of open-text feedback creates a queryable dataset, enabling structured analysis of unstructured data
   2.2. Automated theme identification and pattern recognition across comment data
   2.3. Sentiment and intent detection through Natural Language Processing and discriminative AI reveal deeper subtext and patterns across responses
   2.4. Representative comment surfacing with AI-identified examples to support key insights
   2.5. Synthesized summaries tailored to user's specific questions and priorities
   2.6. Digestible formatting with appropriate structure for readability
3. Session Management
   3.1. Conversation context retained during active session (browser-based)
   3.2. Context and “memory” cleared upon session end, timeout, or navigation away from application
   3.3. Ability to refresh and restart chat sessions
   3.4. User feedback mechanism (thumbs up/down) to rate quality and usefulness of AI-generated responses
4. Data Requirements & Compliance
   4.1. Enforces minimum response threshold from your survey configurations to maintain employee anonymity
   4.2. Respects all existing account-level data permissions and role-based access controls
   4.3. No demographic selection modal — all filtering handled through natural language prompts
   4.4. Expert-developed guardrails ensure conversations stay within appropriate boundaries of interpretation, avoiding recommendations and predictions unless they were explicitly suggested by your employees
5. Requirements & Limitations
   5.1. Requires active Discover subscription with Point-in-Time listening channel
   5.2. Current version supports only closed Point-in-Time surveys

5.3. Current version supports English language only
5.4. Current version does not retain conversation history across sessions
5.5. Current version does not provide downloadable reports or exports of chat responses
5.6. Supports advanced conversational AI features like multi-turn dialogue

Develop

Develop is the AI-powered conversational learning product, designed to verify learner comprehension through adaptive, Socratic dialogue rather than simply tracking completion. Licensed on the basis of Users, customers who purchase Develop will gain access to the following capabilities:

1. **Course Creation**
   1.1. AI-generated course modules from uploaded source material provided by the customer
   1.2. Structured instruction prompts used as input to course generation: intended audience, target outcomes, common misunderstandings to prevent
   1.3. Editable learning objectives, course and module metadata, and the underlying agent prompt for the course.
   1.4. Drag-and-drop module reordering; optional grouping of modules into named sections
   1.5. Course preview before distribution
2. **Conversational Learning**
   2.1. Socratic AI-guided learning dialogue grounded in pedagogy research
   2.2. Configurable inline source material viewing
   2.3. Multimodal content (images, source references) surfaced inline in the chat
3. **Learning Validation**
   3.1. Live assessment of learner comprehension as learners progress through course modules.
4. **Distribution & Enrollment**
   4.1. Bulk enrollment via spreadsheet upload
   4.2. Invite email delivery
5. **Analytics & Reporting**
   5.1. Course-level and module-level admin dashboards
   5.2. Individual learner reports grounded in transcript evidence
   5.3. Group-level patterns, shared knowledge and skill gaps, strengths, and recommendations aggregated across learners
   5.4. Access to individual learning experience transcripts
   5.5. CSV export of aggregate learning data
6. **Nudges***
   6.1. Auto-generated nudges based on course material
   6.2. Admin controls to view, edit, and publish/unpublish individual nudges
   6.3. Automatic delivery after course completion
7. **Languages**
   7.1. English at launch, with multi-language support planned

4.3. Generic self-enrollment URL for learners already in the customer's user directory (SSO-authenticated) 4.4. Learner management view with enrollment and completion status 4.5. Admin-initiated reminders for incomplete learners 4.6. Link-based LMS integration with xAPI completion passback	

** Nudge generation and delivery require an Activate subscription.*

Develop Terms:

The customer is responsible for all data and information uploaded into Develop. By uploading material into Develop, the customer acknowledges that it owns or has a license to use material uploaded into Develop. Notwithstanding anything to the contrary in the Agreement, the customer will indemnify Perceptyx against any third-party intellectual property infringement claims arising out of or related to the data, information, or materials customer uploads into Develop.

Develop is designed for training and educational purposes only and not for employment decisions. Any use of Develop by the customer for employment decisions is a breach of this Product Description and of the applicable Order Form. The customer may not use transcripts to train or fine-tune any AI model. Transcripts are for internal training and record-keeping purposes only.

Premium Add-Ons

The following options may be purchased to extend the capabilities of the Perceptyx platform and products.

Single Sign-On (SSO)

1. Subscription for SSO, set up as described in the Description of Services. Following configuration, the Customer will have access to utilize SSO for their users accessing Perceptyx software.
   1.1. Single sign-on is an authentication process that allows a user to authenticate to your network and access multiple software systems with a single ID. Single sign-on allows a user to log in once to your network and access Perceptyx services without re-entering authentication credentials.
   1.2. Perceptyx supports SSO via SAML 2.0 compatible interaction.

HRIS Connections

1. Subscription for SFTP and HRIS Connectors, set up as described in the Description of Services.
    1.1. Connecting a Customer HRIS application to Perceptyx for purposes of keeping User profile and Demographic data synchronized for ease of use for both Survey and Reporting capabilities

    1.2. HRIS integration is typically set-up as a recurring feed running nightly and Perceptyx supports SFTP integration, Workday RaaS, Oracle HCM Cloud, and SAP SuccessFactors connections

Advanced Lifecycle Sensors

The Advanced Lifecycle Sensors capability extends the Discover: Lifecycle product beyond standard, self-led lifecycle surveys by enabling highly configurable, automated “always on” listening events and advanced reporting. It supports complex, multi-step, logic-based scenarios, such as events triggered by non-date data fields or intricate date-based sequences. Advanced Lifecycle Sensors are required for any Perceptyx-managed lifecycle or anniversary event, and are implemented and maintained by the Perceptyx team to meet sophisticated customer requirements. Advanced Lifecycle Sensors are licensed on the basis of a Quantity of one to support any number of Perceptyx-managed lifecycle events.

1. Subscription to the Advanced Lifecycle Sensors capability extends the Discover: Lifecycle product by enabling highly configurable sensors that automate complex “always on” listening events, as well as advanced reports.
2. Ongoing software maintenance for these sensors is included.
3. This capability is required to support Perceptyx-led managed projects for:
    3.1. Complex date-based events, or those that require a high degree of configuration or require a single, consolidated survey with multiple sensors
    3.2. Events triggered from non-Date data types (example: Automatic surveys for employee promotions not based on a date)
    3.3. Advanced Reporting that provides trending over time, driver analysis, and actionable insights tailored to specific moments in the employee journey.
4. Advanced Lifecycle Sensors are built by the Perceptyx team within a managed project and maintained as part of the product subscription. Scope of the sensors are part of the Design effort related to the Perceptyx-led managed project, sold separately.

Enterprise Extension for Activate

The Enterprise Extensions for Activate package enhances the impact of the Activate agent by broadening its reach and deepening its relevance. These extensions enable organizations to deliver nudges across more channels and to enrich their nudge library with content tailored to their unique policies and practices. The Enterprise Extensions for Activate are licensed on the basis of a Quantity of one to support the full quantity of Activate Users.The package includes the following capabilities:

1. Nudge API: Programmatic access to Perceptyx's intelligent nudging engine, allowing organizations to deliver personalized nudges to targeted employee audiences through specialized devices or within third-party applications.
2. Nudge Generator: Create new, context-specific nudges from internal content (e.g., policies, guidelines, procedures, manuals), expanding the organization's nudge library with tailored guidance aligned to its priorities.

SMS United States

SMS services from Perceptyx allow for common communications related to survey launch and reminders to be sent via SMS text messaging to United States based cellular telephone subscribers. Licensed based on a Quantity of blocks (each block contains 125,000 SMS messages), which serves as the annual allotment of individual SMS messages, and the maximum available for use within the period. Unused messages are not refundable and expire upon the anniversary of the Effective Date. Any usage beyond the subscribed quantity may incur overage charges.

SMS International

SMS services from Perceptyx allow for common communications related to survey launch and reminders to be sent via SMS text messaging to non-United States based cellular telephone subscribers. Licensed based on a Quantity of blocks (each block contains 50,000 SMS messages), which serves as the annual allotment of individual SMS messages, and the maximum available for use within the period. Unused messages are not refundable and expire upon the anniversary of the Effective Date. Any usage beyond the subscribed quantity may incur overage charges.

Premium Benchmarks

Premium Benchmarks provides customers with deeper and more relevant comparisons to interpret their survey results. Premium Benchmarks draw on survey responses from hundreds of enterprises and map to at least 700 research-backed questions. The Premium Benchmark library extends beyond the Standard benchmarks included with a subscription to a Discover product, offering access to additional industry, role, and demographic cuts. Premium Benchmarks are licensed on the basis of a Quantity of blocks, with each block including five (5) cuts, and may be applied to support any number of Customer survey events.

1. Subscription for up to five (5) Premium Perceptyx Benchmark cuts available from the most recently updated library for any item with benchmark coverage.
2. Calculations including mean, percent favorable, eNPS, and percentile scores (10th, 25th, 50th, 75th, 90th, 95th and 99th) are all available for each of the five (5) cuts selected.

3. All benchmark cuts (for any item with benchmark coverage) under subscription are available for use in any relevant event for the duration of the subscription term. Cuts or calculations outside the existing library can be addressed with a custom cut billed separately
4. Specific benchmark cuts must be selected/purchased for each survey type including onboarding, exit and employee experience survey.

Premium Benchmark (Custom)

1. Subscription for single custom benchmark cut to be created and maintained according to the customer's specification for any item with coverage.
2. Calculations including mean, percent favorable, eNPS, and percentile scores (10th, 25th, 50th, 75th, 90th, 95th and 99th) as available.
3. The benchmark cut under subscription will be available for use in any point-in-time survey or crowdsourcing event for the duration of the subscription term.

National Healthcare Benchmarks

National Healthcare Benchmarks provide healthcare organizations with deeper and more relevant comparisons to interpret their survey results. National Healthcare Benchmarks draw on survey responses from millions of healthcare workers across hundreds of U.S.-based healthcare organizations and map to hundreds of research-backed questions. The National Healthcare Benchmark library is distinct from the Standard and Premium benchmark libraries and includes specialized benchmarks for healthcare organizations, enabling comparisons by job role, facility type, direct patient care status, and more. National Healthcare Benchmarks are licensed on the basis of a Quantity of blocks, with each block including six (6) cuts, and may be applied to support any number of Customer survey events.

1. Subscription for up to six (6) National Healthcare Benchmark cuts available from the most recently updated library for any item with benchmark coverage.
2. One (1) mean score distribution available from the existing library of cuts for Perceptyx's best practice 4-item Engagement Index also included, if applicable, to identify Engagement percentile rankings.
3. Calculations including mean and percent favorable (25th, 50th, 75th, 90th) are available for each of the six (6) cuts selected.
4. All benchmark cuts (for any item with benchmark coverage) under subscription are available for use in any point-in-time survey or crowdsourcing event for the duration of the subscription term. Cuts outside the existing library can be addressed with a custom cut billed separately.

National Healthcare Benchmark (Custom)

1. Subscription for single custom benchmark cut to be created and maintained according to the customer's specification for any item with coverage.
2. Calculations including mean, percent favorable, eNPS, and percentile scores (10th, 25th, 50th, 75th, 90th, 95th and 99th) as available.
3. The benchmark cut under subscription will be available for use in any point-in-time survey or crowdsourcing event for the duration of the subscription term.

Support Schedule

Silver Support

Provides Customer the support services for the Services as defined in the support policy located at https://go.perceptyx.com/hubfs/Legal/Standard-Support-Schedule.pdf. Applicable where identified in the Order Form or where no support offering is identified on an Order Form.

Gold Support

Gold Support – Provides Customer the support services for the Services as defined in the support policy located at https://go.perceptyx.com/hubfs/Legal/Standard-Support-Schedule.pdf. Applicable where identified in the Order Form.

Gold Support: FedRamp, GovCloud, and US Citizen Support

Perceptyx meets the needs of our customers. For those who need FedRAMP®, GovCloud or US Citizen Only Support, these services are available with Gold Support. These services are specifically designed to meet the security, compliance, and operational requirements of U.S. public sector customers. US Citizen Only Support: All personnel who have access to customer systems, data, or support tickets must be verified US citizens. Applicable where identified in the Order Form.

Gold Support: End-user Support

Perceptyx will provide help desk support to all customer employees participating in Perceptyx surveys. Customer employees responding to surveys will be able to contact Perceptyx Customer Care using our portal.

Assumptions:

- Ambassadors on the customer side should still be a line of support for internal employees for business decision-related questions and any conversations regarding survey results or follow-up actions
- Ambassadors will still be able to log tickets for Perceptyx directly through our ticketing system

Gold Support: Additional Ambassadors

Perceptyx provides access for up to ten (10) system Ambassadors. Ambassador access includes Academy and the ability to engage with the Customer Care team. Applicable where identified in the Order Form.