

Your go-to resource for answers as you prepare for the transition to the next generation of the **People Insights Platform**

Q. What is the People Insights Platform?

A. The People Insights Platform is Perceptyx's core listening and analytics platform to support employee listening programs. This new update builds on the earlier Listening Home experience to bring a more user-friendly experience, integrated product navigation, real-time insights from across listening events, notifications, relevant research, a new analytics workspace, and more.

Q. When will the People Insights Platform be available?

A. Wednesday, January 31, 2024

Q. How is the People Insights Platform different from what I'm using now?

A. The People Insights Platform builds on [Listening Home](#) to deliver a new experience with rich insights and access to new capabilities such as the new Analytics Studio and AI Hub. For those familiar with the Listening Home UX and navigation, this update will be highly intuitive and quickly understood.

Customers **NOT** on [Listening Home](#) today will be familiar with an app-based experience, where each listening event requires a new URL, new user accounts, independent set up and data files, etc. This new People Insights Platform experience will bring all of that together into one experience with a single login, consistent data file, single URL, and more. Access to multiple products will also be streamlined through integrated navigation within this new experience. Though your experience will not change automatically as part of this update, you can reach out to your Customer Success Manager or Program Manager to learn more.

Q. Will there be changes to how we currently view reporting?

A. There won't be any changes to your current reporting experience. While the platform's homepage will now emphasize insights and suggested resources, you'll still have easy access to your existing reports. Simply visit the Surveys tab and click on "View Reporting" to reach your familiar reporting site.

Our reporting for surveys remains consistent and unchanged. Each survey will continue to have its dedicated reporting page, now accessible through a more user-friendly portal experience, departing from the previous per-app login method, ensuring a smoother journey for all our valued customers.

Q. Will there be any changes for employees taking surveys or participating in other listening events?

A. There won't be any changes for employees taking surveys or participating in other listening events. The respondent user experience remains the same.

Q. What security and data privacy measures are in place to protect sensitive data?

A. Customers already on Listening Home will simply notice an improved user experience and access to new capabilities, maintaining prior access and viewing privileges.

For customers NOT on Listening Home, your experience will not change as part of this update. Instead, to help you prepare for the move to this new platform, your Program Manager will work with you to configure proper controls and access through the Platform Setup process.

Q. How do I know if my organization is using Listening Home?

A. You know you're using Listening Home if: there is one login for Perceptyx that shows all the reporting and surveys available to the user.

You know you're NOT using Listening Home if: reporting users and admins access each survey reporting site via discrete URLs independently of one another, each with a different login.

Q. What does my organization have to do to use the People Insights Platform?

A. Those using Listening Home: Nothing! The new experience will be live for those on Listening Home 1/31/24.

Those NOT using Listening Home: **Sign-up!** Your Program Manager will reach out to you about timing and next steps.

Q. Is there any technical support or training required or available for using the People Insights Platform?

A. Though the new user experience is highly intuitive and very consistent with the earlier Listening Home experience, customers will have access to enablement and resources to help get familiar with and start using the new features and functionality.

Q. Is there a fee to use the People Insights Platform?

A. No, there is no additional fee for this update to the platform and it is available to all customers regardless of which product(s) you have purchased.

Q. Where can I direct any additional questions?

A. For any further questions, reach out to your Customer Success Manager or contact Customer Care.



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