The world's most innovative, mobile-first insight community platform

Overview

Author

Mobile first, video integrated, customized chat environment for each respondent based on their preferences

Field

Dynamic profiles, targeted & smart distributions, collection of APIs, Webhooks, and other integrations

Manage

Have an eagle eye view on the health metrics of your community with a privacy centred consideration

Report

World-class dashboards offering real-time insights that drive strategy

Author

Powerful research engine hidden
behind a friend no-code interface

Authoring canvas
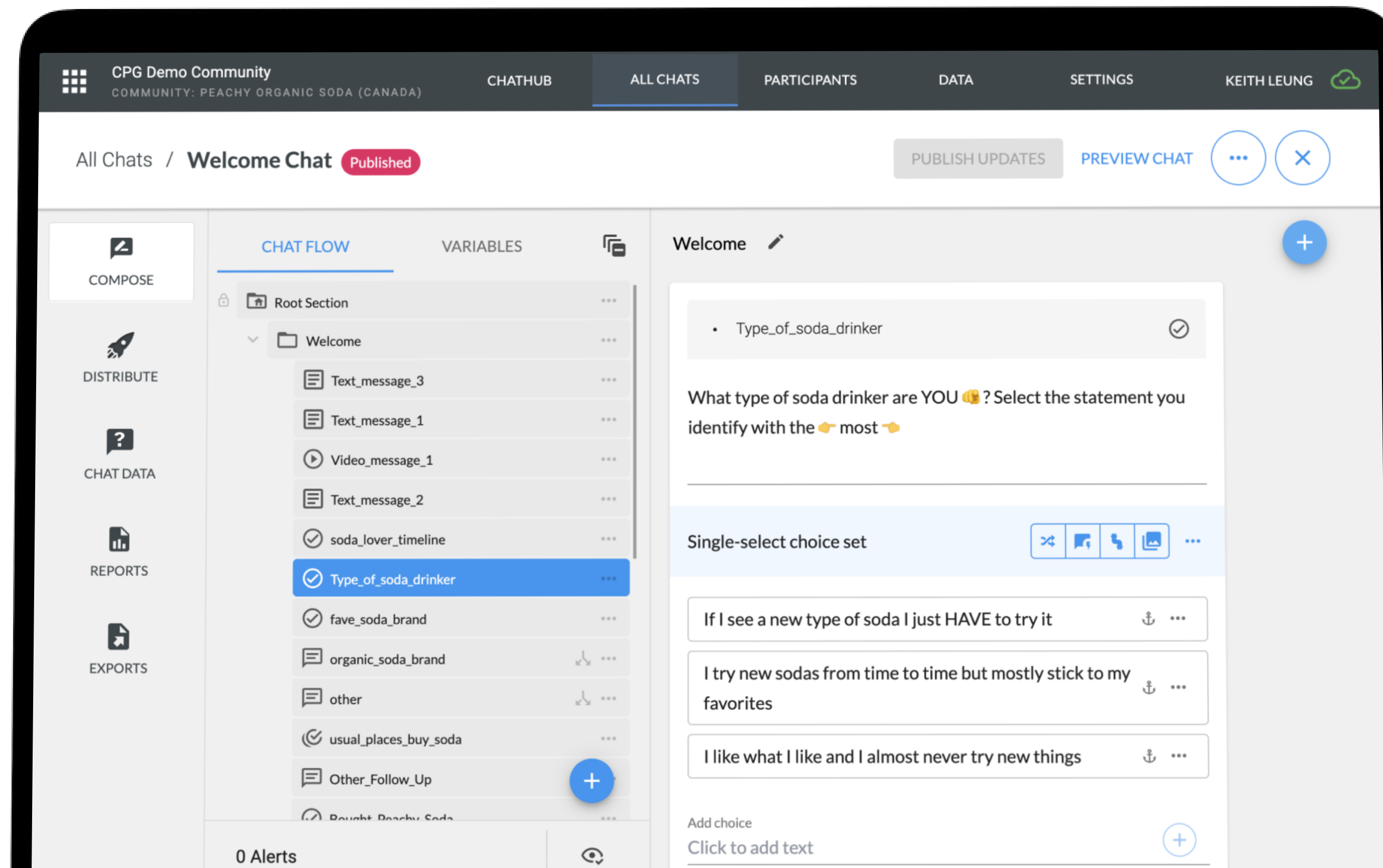
No-code solution

Card types & logic

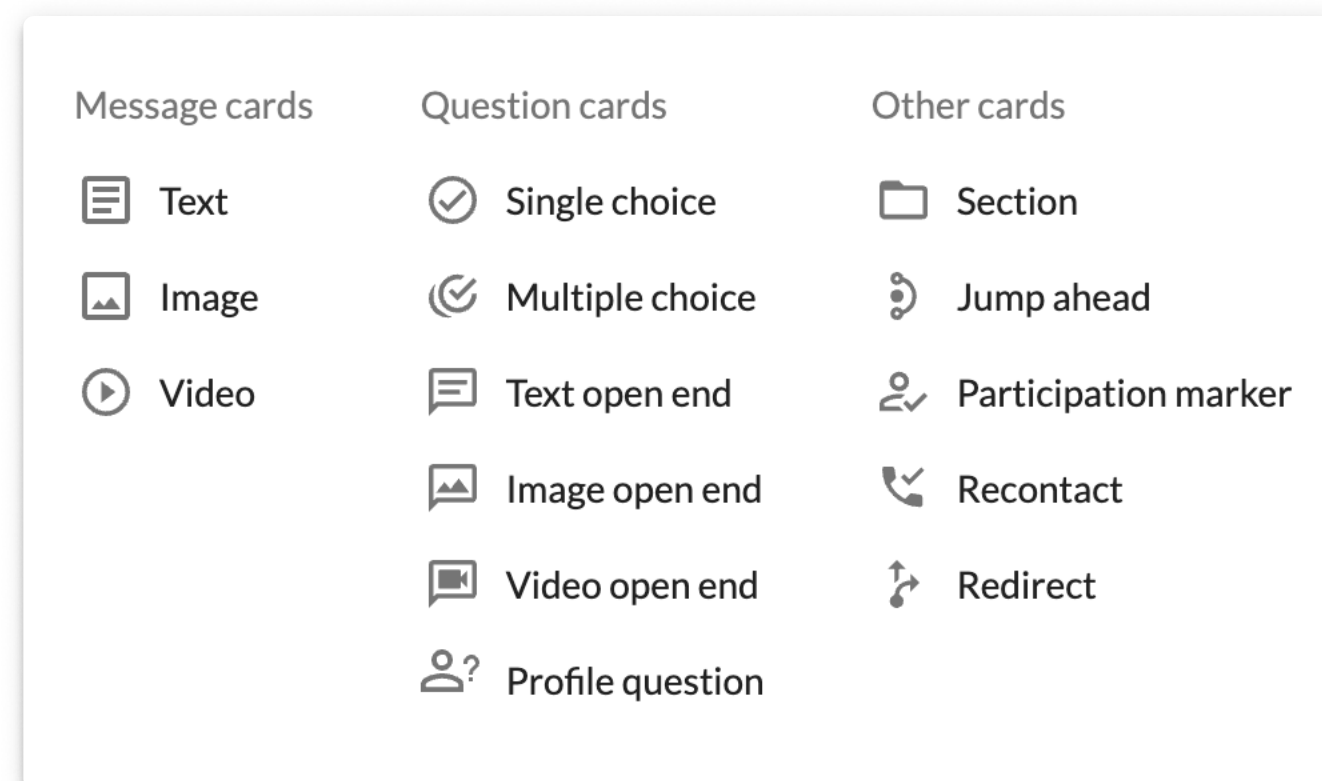Media rich

Quant, qual & video

No-code solution

Research made easy

Design your desired chat flow with just a few clicks. Develop rich conversational chats to collect the insights that you need without any coding.
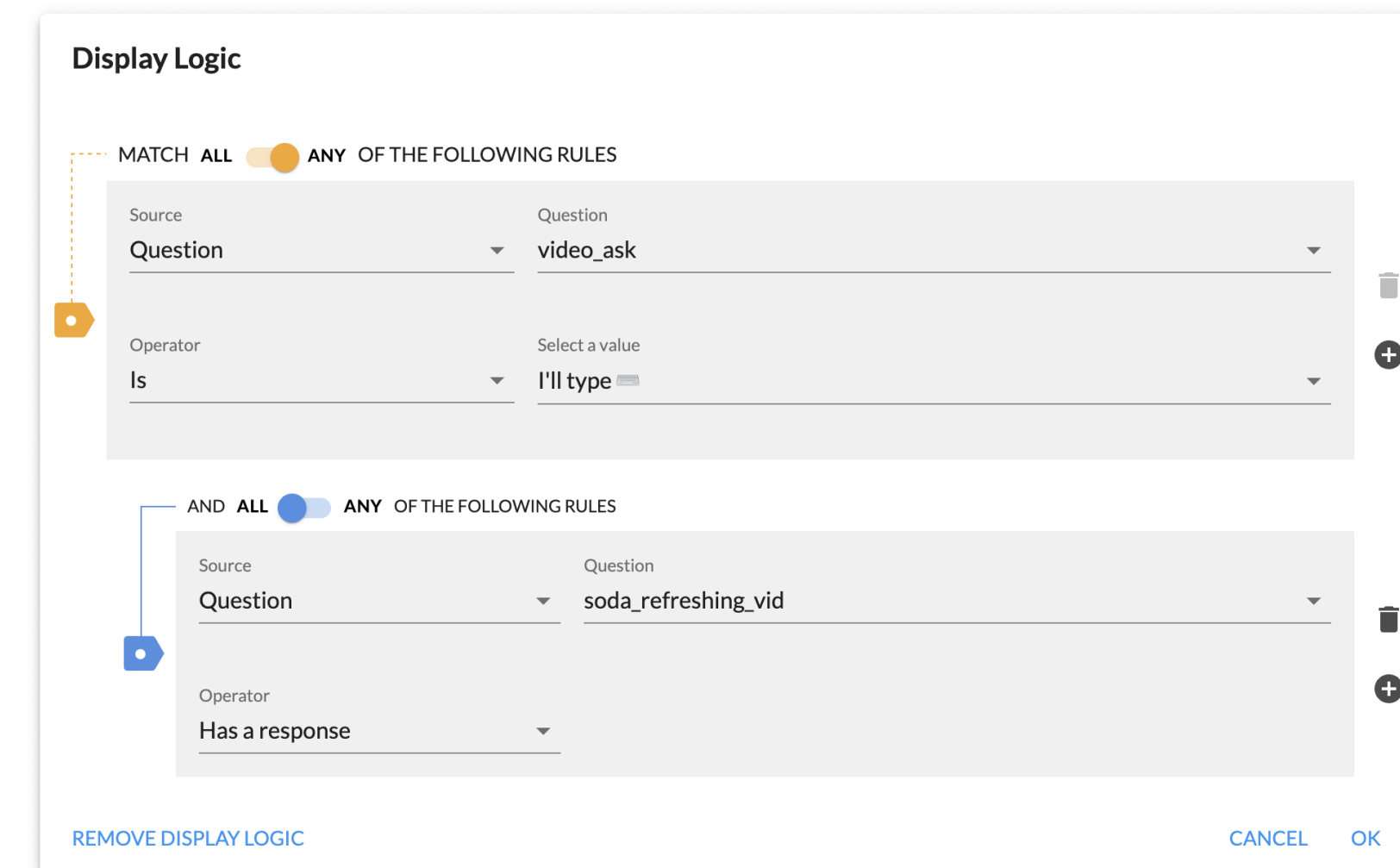
Card types & logic

Message cards
- Text
- Image
- Video

Question cards
- Single choice
- Multiple choice
- Text open end
- Image open end
- Video open end
- Profile question

Other cards
- Section
- Jump ahead
- Participation marker
- Recontact
- Redirect

Display Logic

MATCH **ALL** **ANY** OF THE FOLLOWING RULES

Source
Question

Question
video_ask

Operator
Is

Select a value
I'll type

AND **ALL** **ANY** OF THE FOLLOWING RULES

Source
Question

Question
soda_refreshing_vid

Operator
Has a response

REMOVE DISPLAY LOGIC

CANCEL   OK

Wide range of cards

Rival has a suite of message types, question types, and logic drivers to help you create your desired chat experience.

Versatile logic designer

A suite of sophisticated tools like complex logic, piping and masking, various question types, and multi-lingual translation.
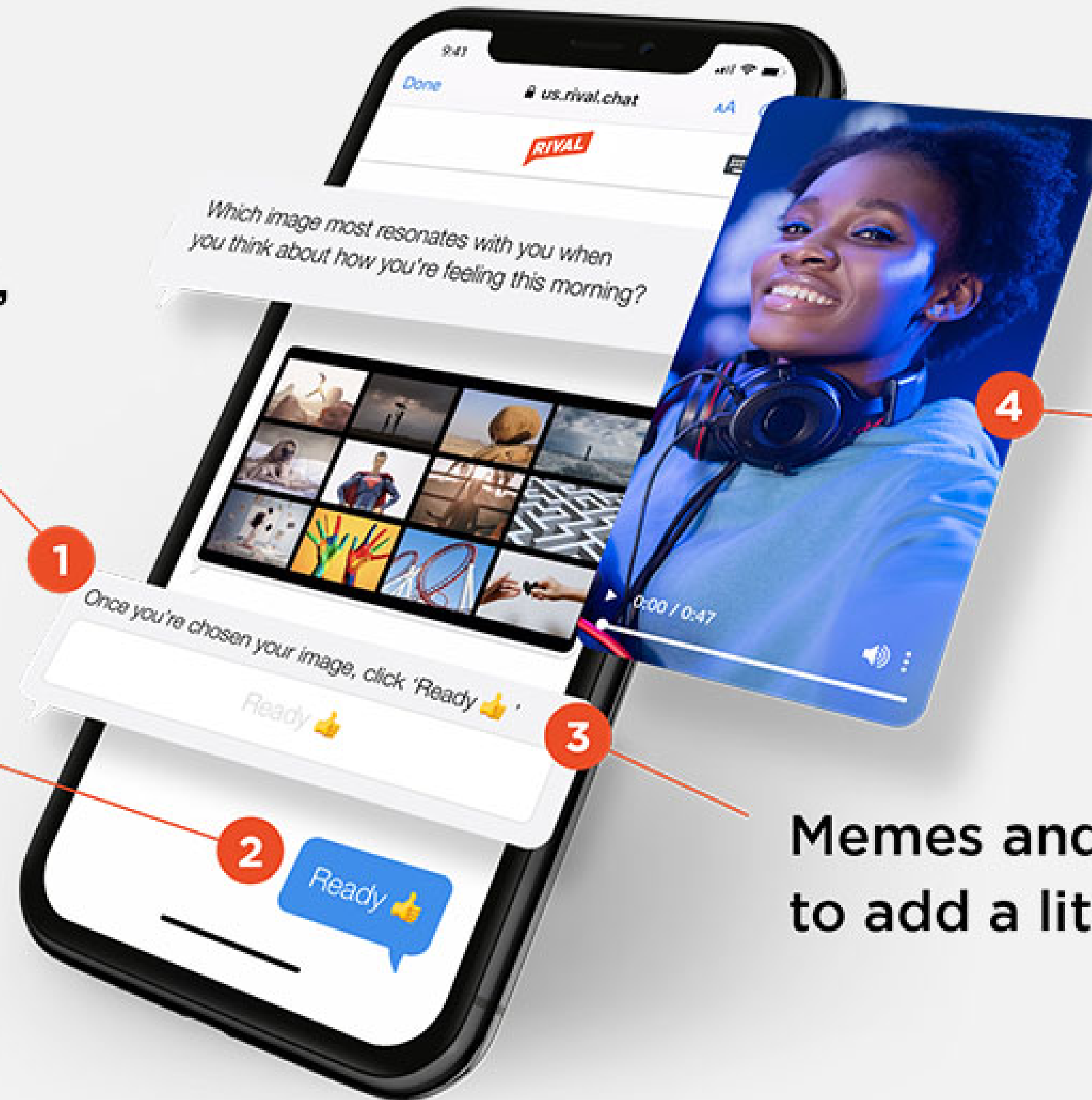
Media rich

Conversational, friendly tone

User-friendly design

Which image most resonates with you when you think about how you're feeling this morning?

Once you're chosen your image, click 'Ready 👍'

Ready 👍

1

2

3

4

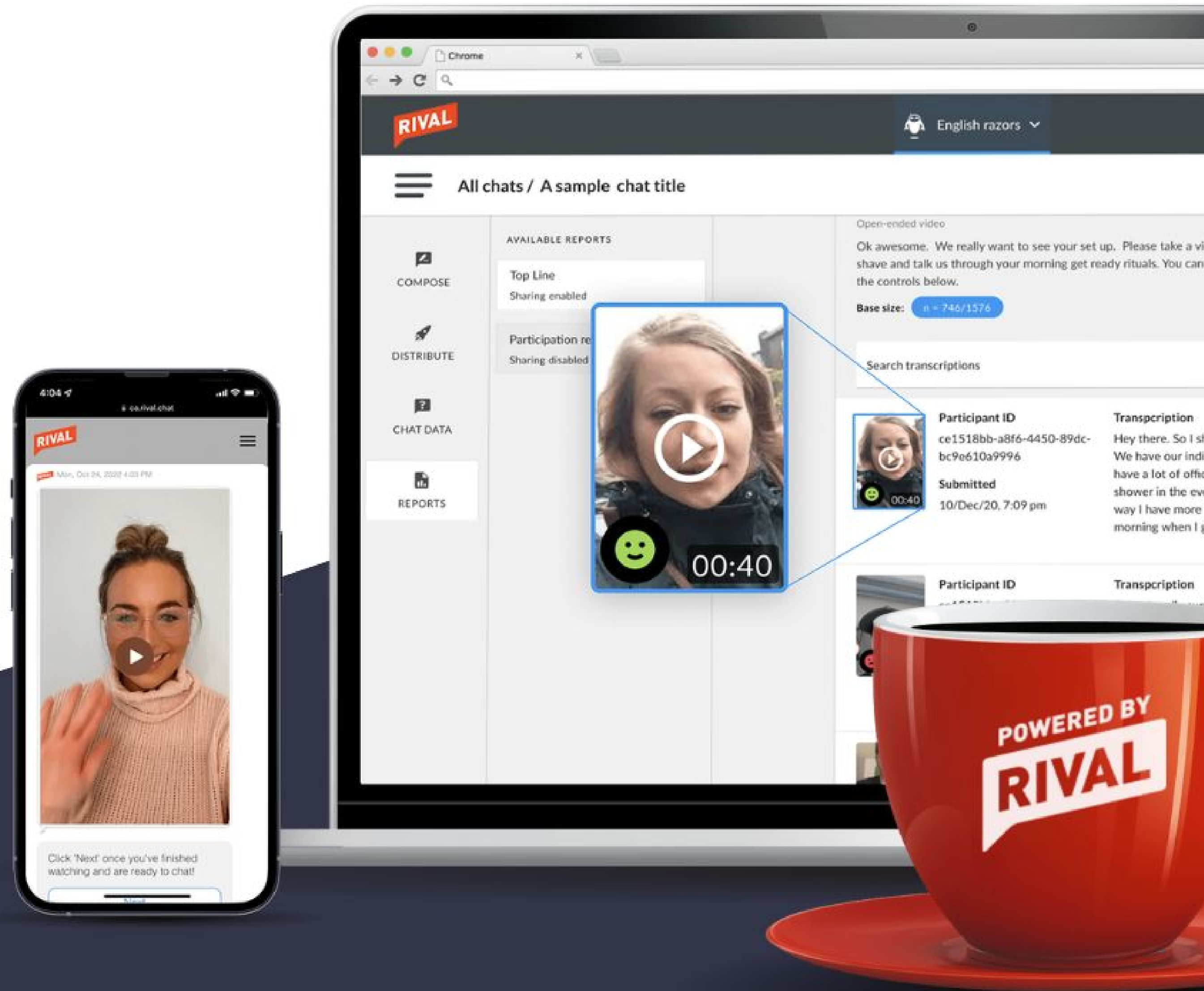**Easy-to-capture video responses**

Memes and emojis to add a little pizzazz

Ready 👍

Quant, qual & video

All the data you need

In addition to choice questions and open-ended questions, collect video feedback powered with real-time sentiment analysis from your customers to drive your insights.

Field

Engage the right participants at the perfect moments to activate your community.

Distribution

Distribution channels

Targeted distributions

Smart invitations

_____

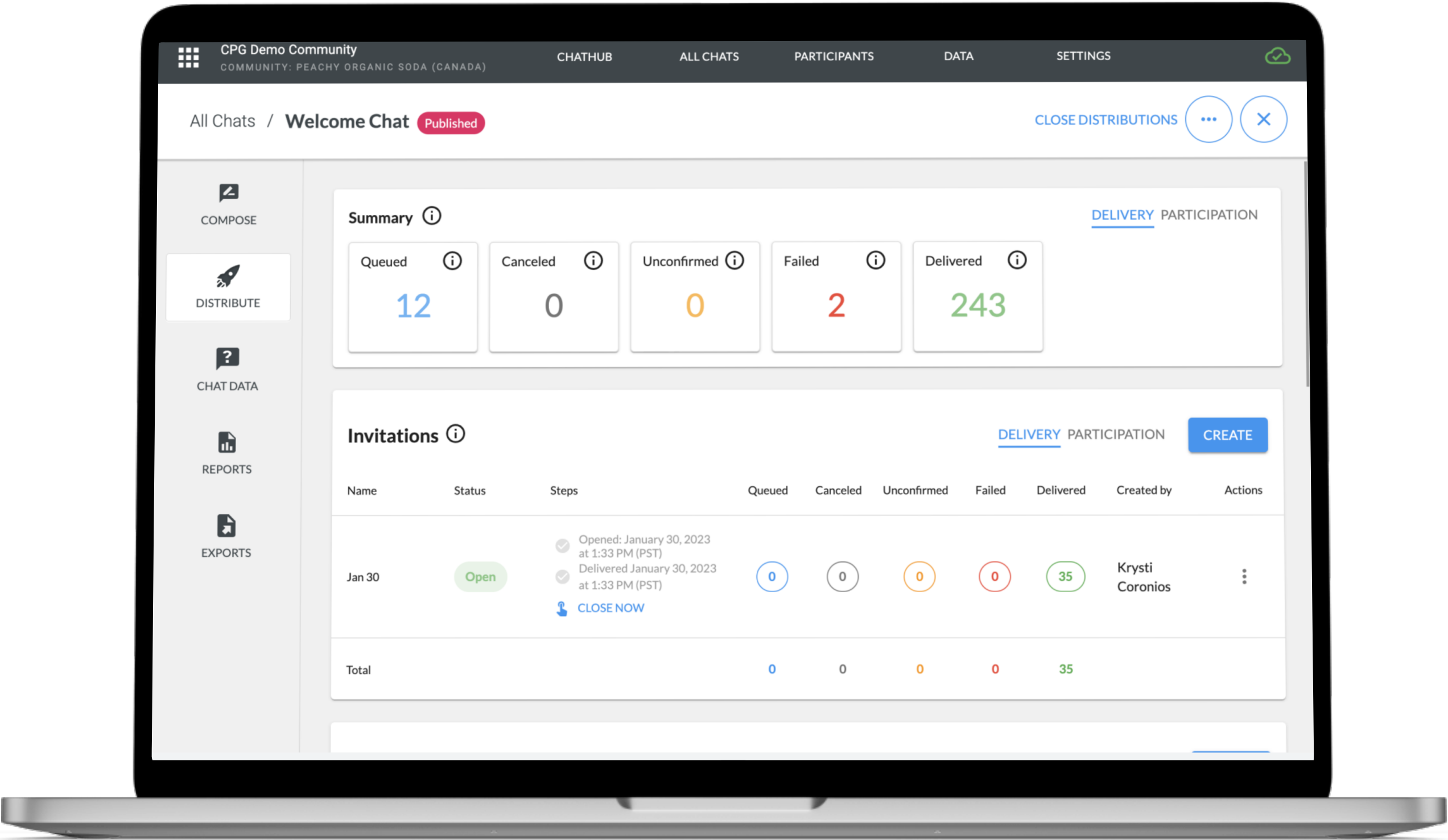## Dynamic profiles

Profiles attributes

External identifiers

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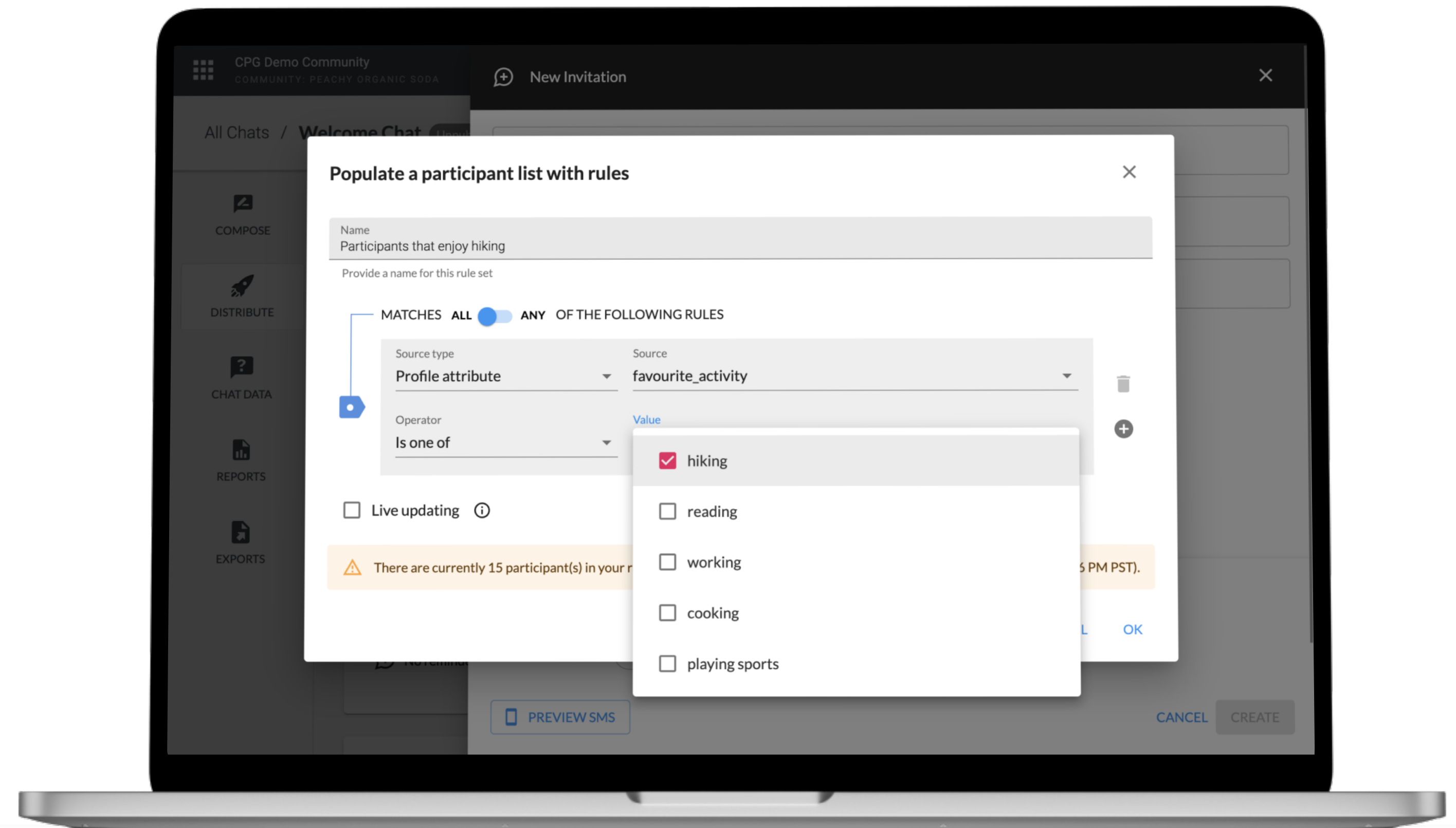## Integrations

APIs & Webhooks

Zapier

Distribution channels

Agile chat delivery

Distribute survey links via SMS, QR codes, emails, social media, etc. to achieve maximum turn out.

Targeted distributions

Reach the right people

Have a full spectrum of channels to spread the word. Tailor your invitations & reminders to target specific groups of participants based on the profile information that you have collected from them.
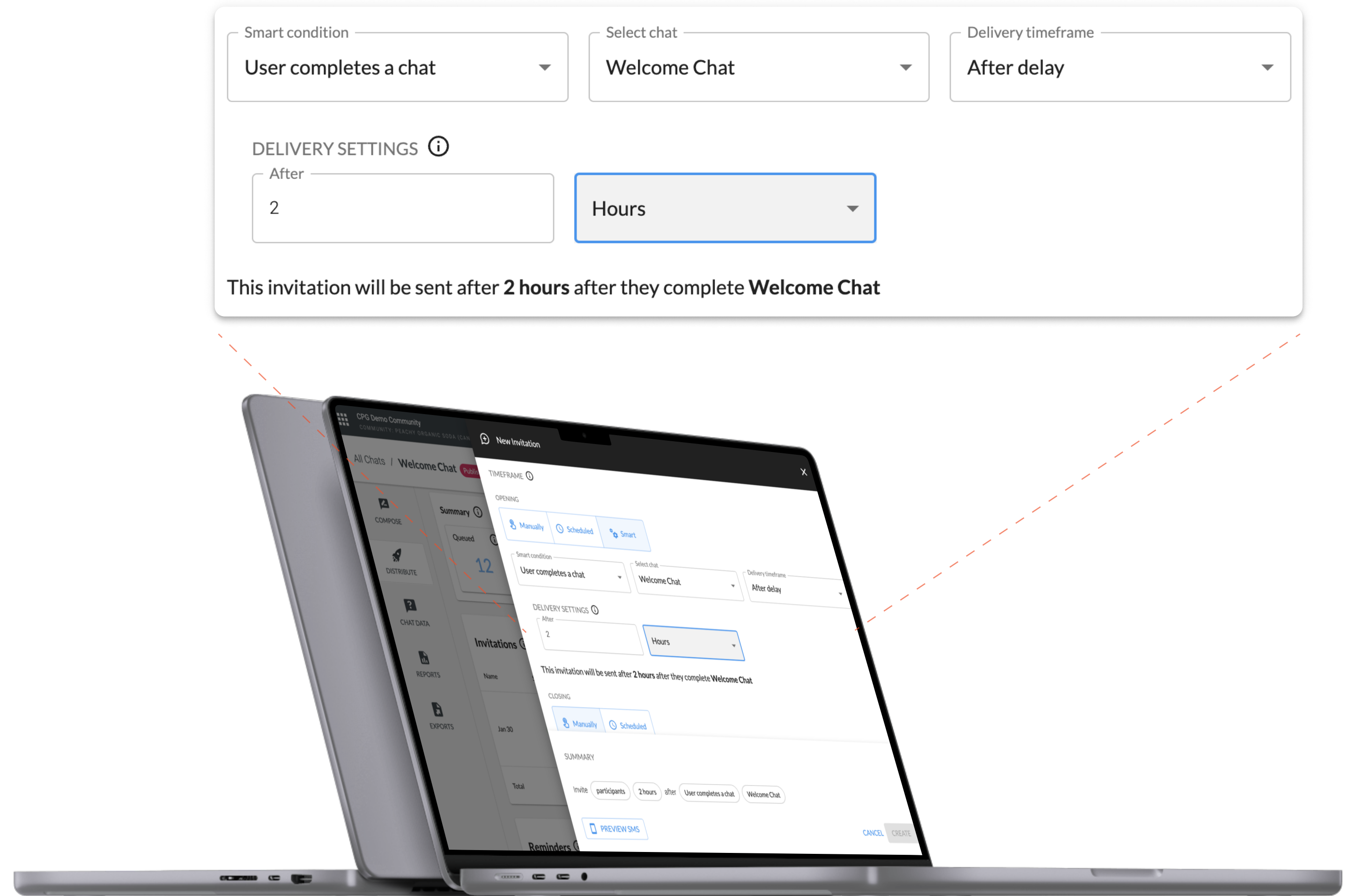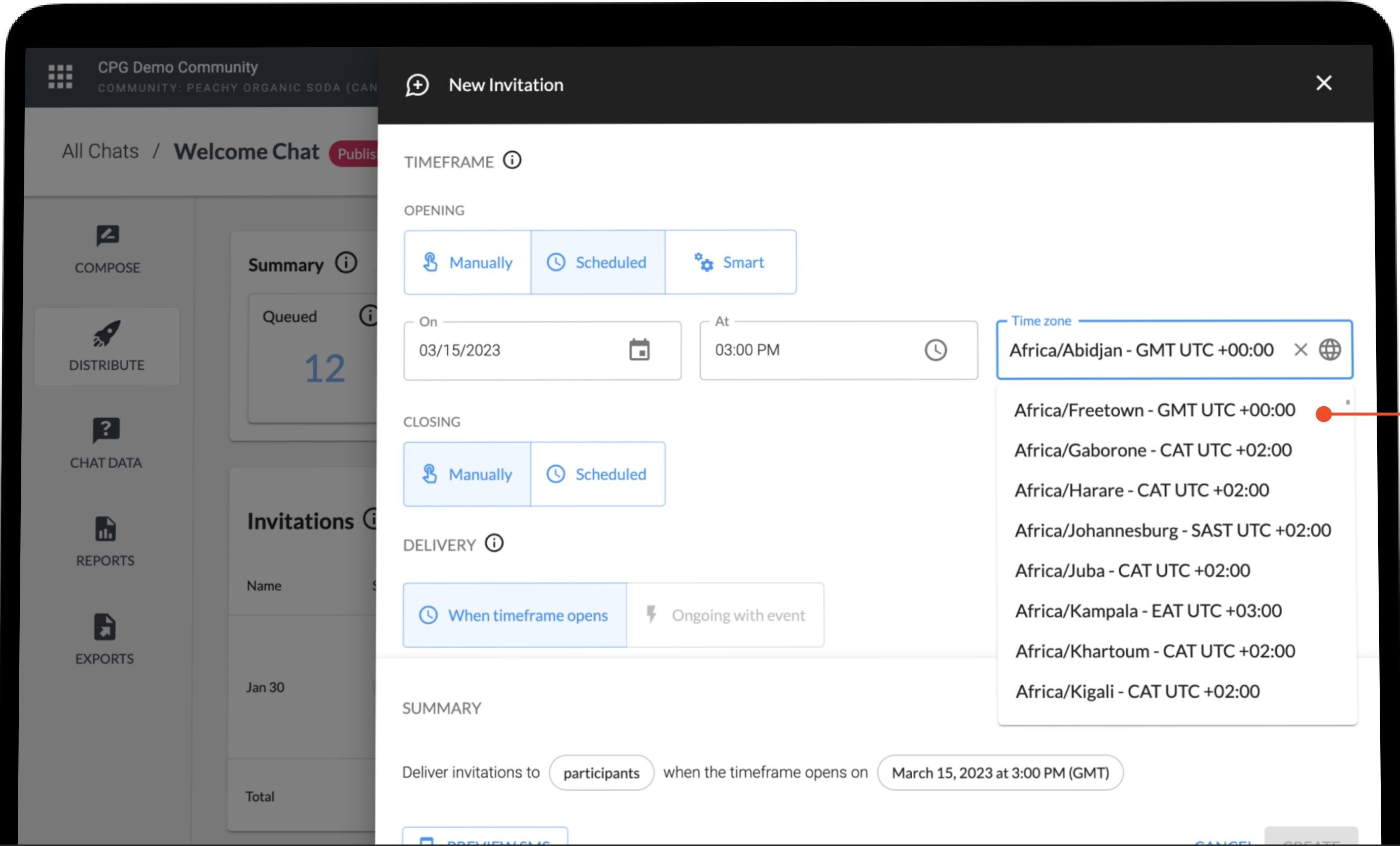
Smart invitations

Behaviour oriented invitations

Send invitations to each individual based on their behaviour by using it as a trigger. You can send invitations to participants based on different triggers including completing a specific chat or any change in their dynamic profiles.

Scheduled distributions

Time zone specific

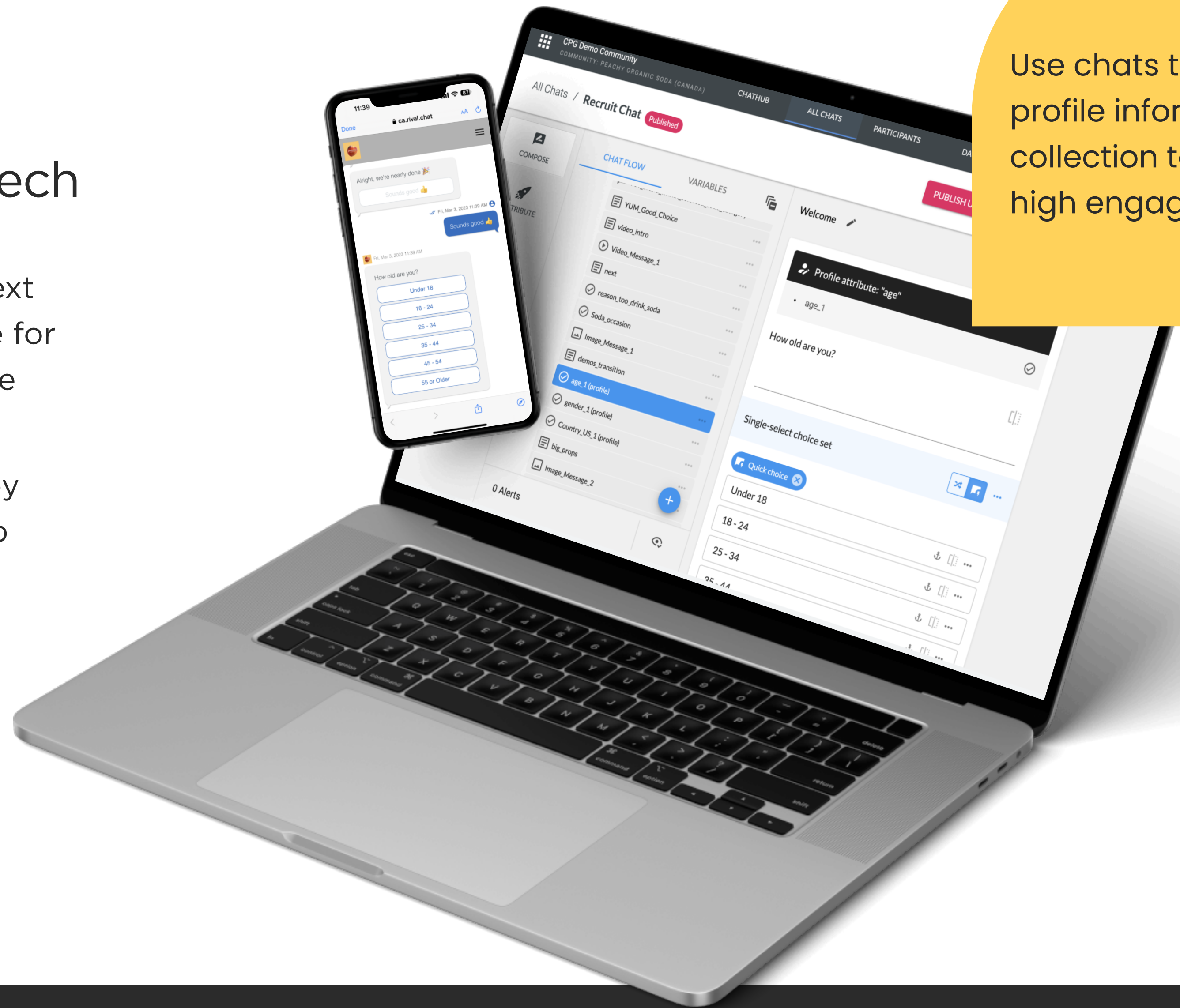Schedule surveys for different time zones to match participants' active hours.

Dynamic profiles

Next generation of survey tech

Harness the power of dynamic profiles to elevate participants' engagement to the next level by customizing the survey experience for each of them, and collect insights that were previously deemed unattainable.

Seamlessly pull the information provided by each participant in previous surveys to skip questions for which you already have the answers, to make your surveys much more personal and engaging.

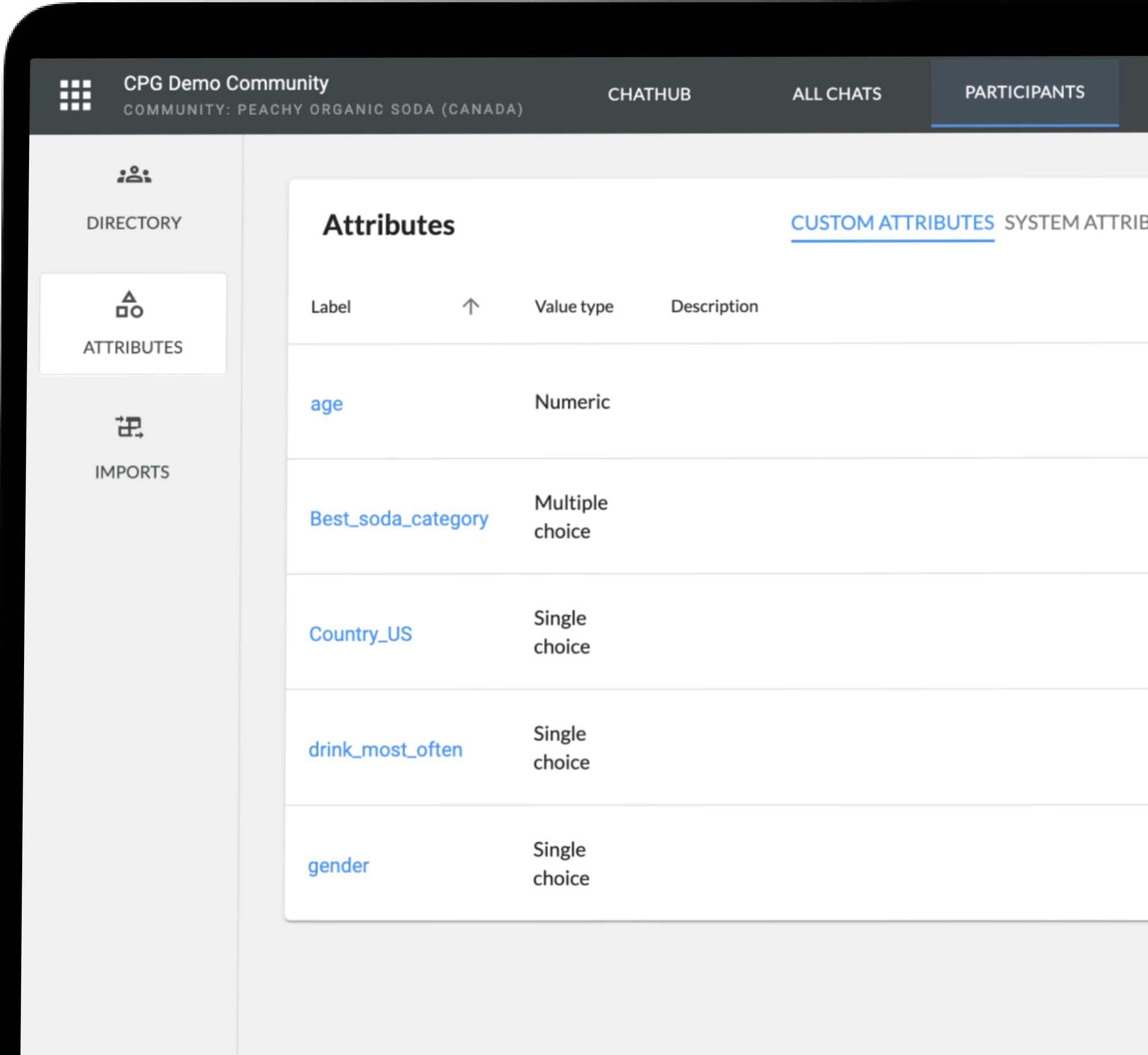Use chats to trickle in profile information collection to maintain high engagement

Profile attributes

Design your attributes

Understand your community by using flexible attributes to collect profile information about your participants.

Attribute types

- Single-choice
- Multiple-choice
- Open-ended text
- Numeric
- More being developed

External identifiers

Connect participants between systems

Identify respondents who arrive at your survey from various external sources and resume communication with them from the point where they left off.

Ensure that the information of your participants is synchronized with third-party CRMs and sample providers' databases to keep both sides up-to-date regarding any changes to their profiles.
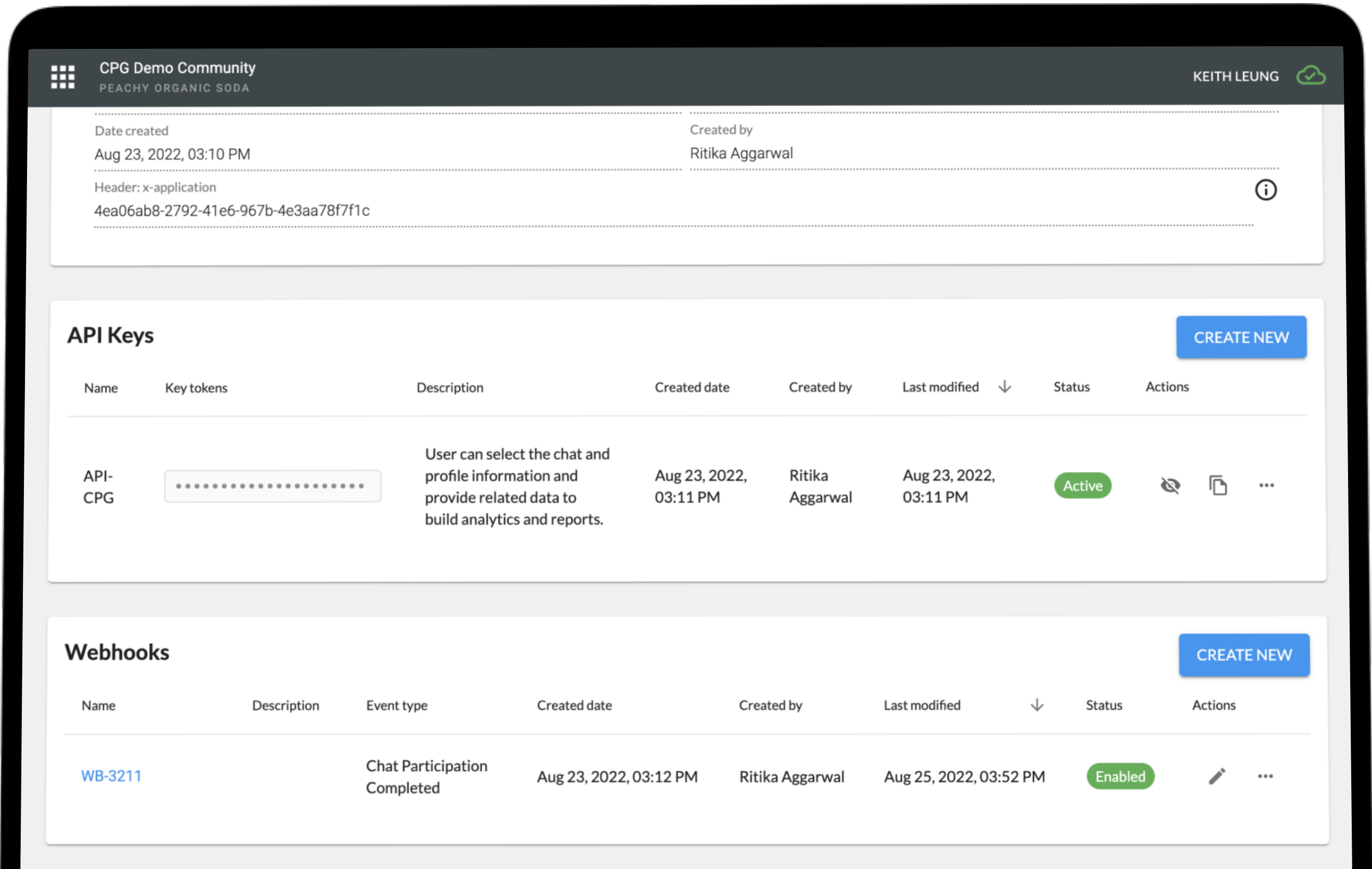
Integrations

Use the webhooks embedded in Rival platform to trigger real-time events and automate data transfer between different systems.

APIs

Take advantage of the capabilities of Rival APIs to obtain a wide variety of features that allow for the sharing of survey data with external applications.

Webhooks

Use the webhooks embedded in Rival platform to trigger real-time events and automate data transfer between different systems.
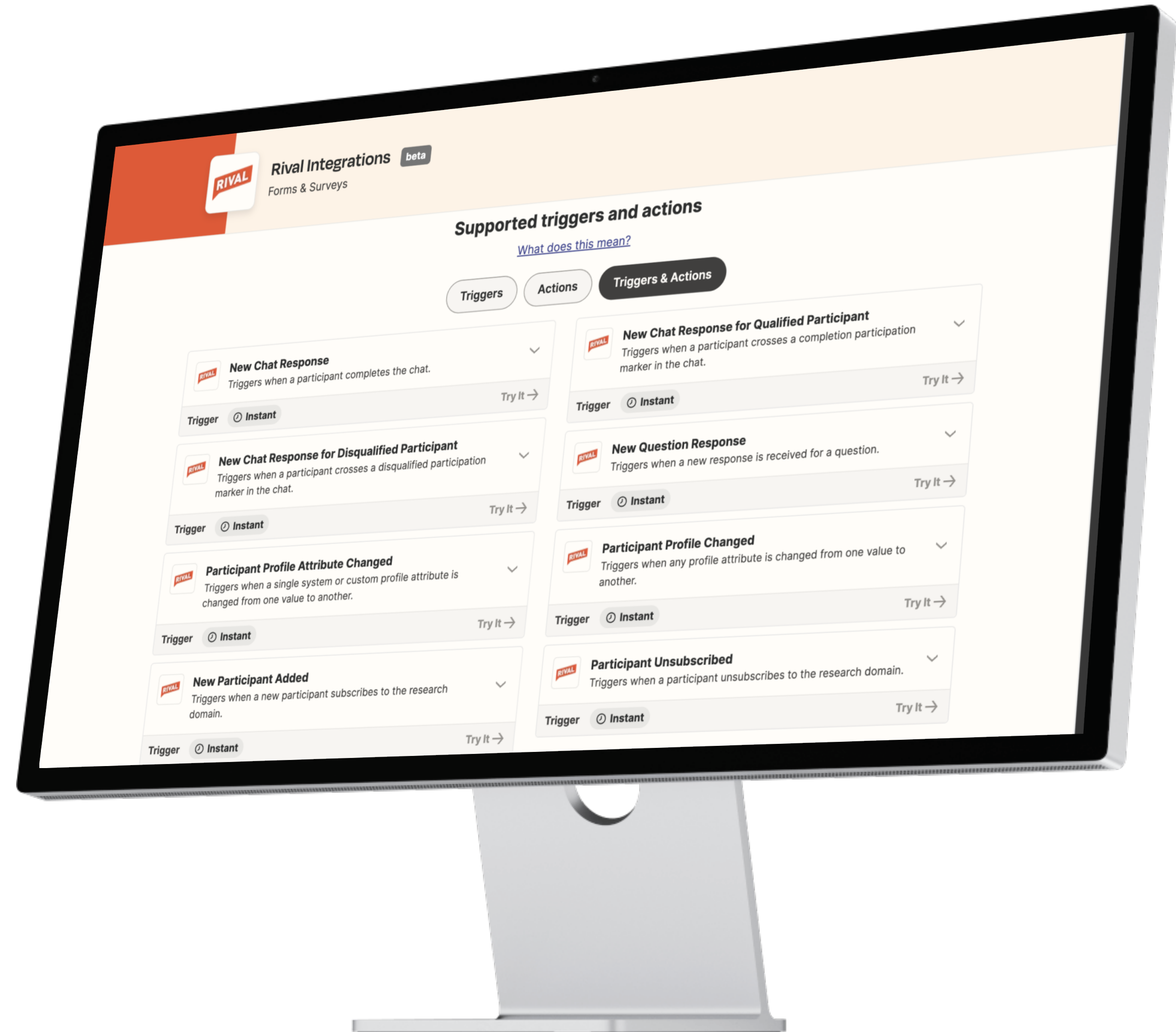
Zapier

Thousands of integrations at your disposal

Create automated workflows using Zapier to combine Rival's unique capabilities with thousands of Zapier apps to distribute your surveys and push the insights you have collected via Rival chats to other platforms.

Scan here to learn more about Zapier integrations.

Manage

Control your information from a single, powerful hub.

Engage

ChatHub

Support

Integrated techical support

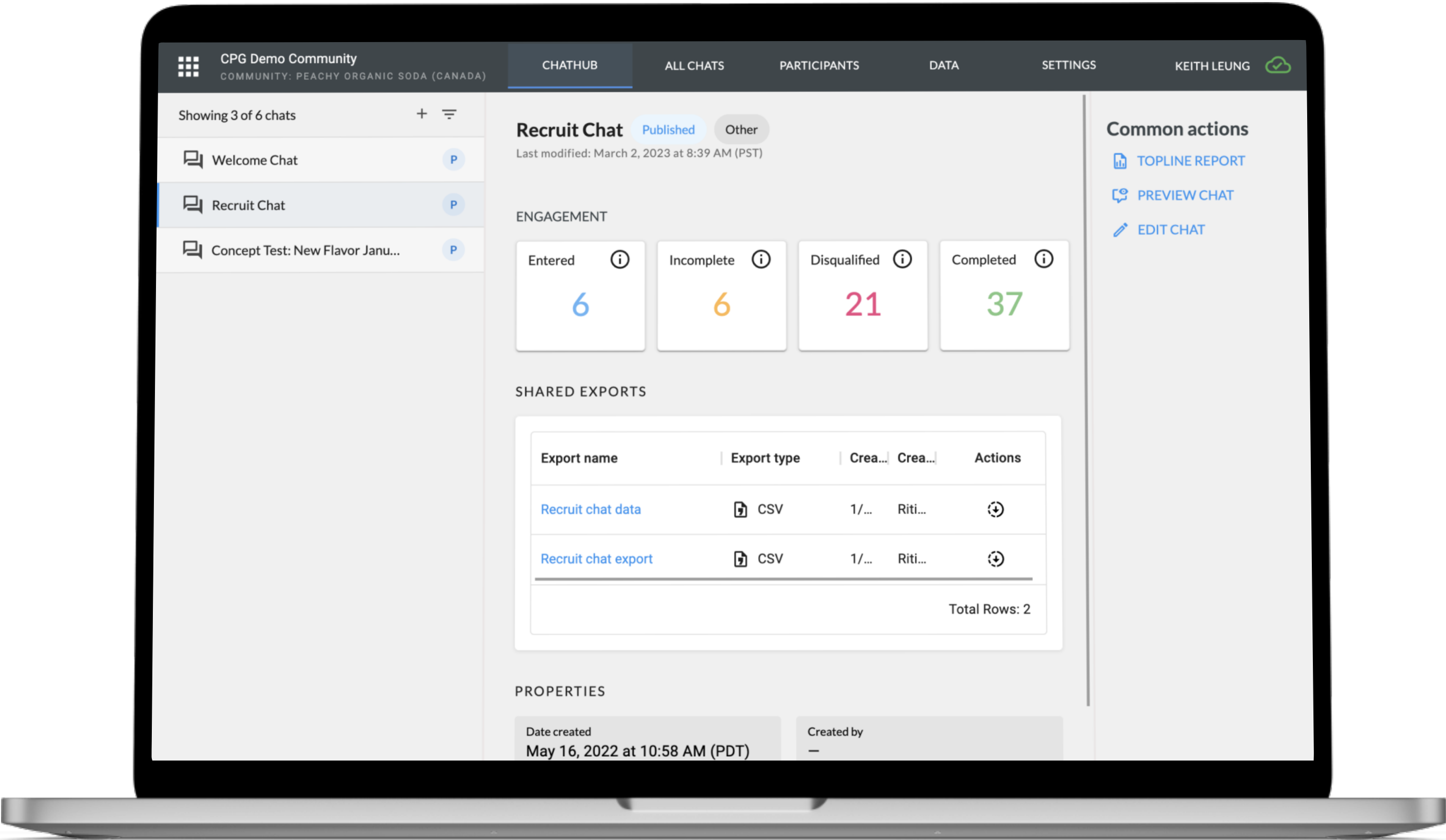In-context user guides

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Security

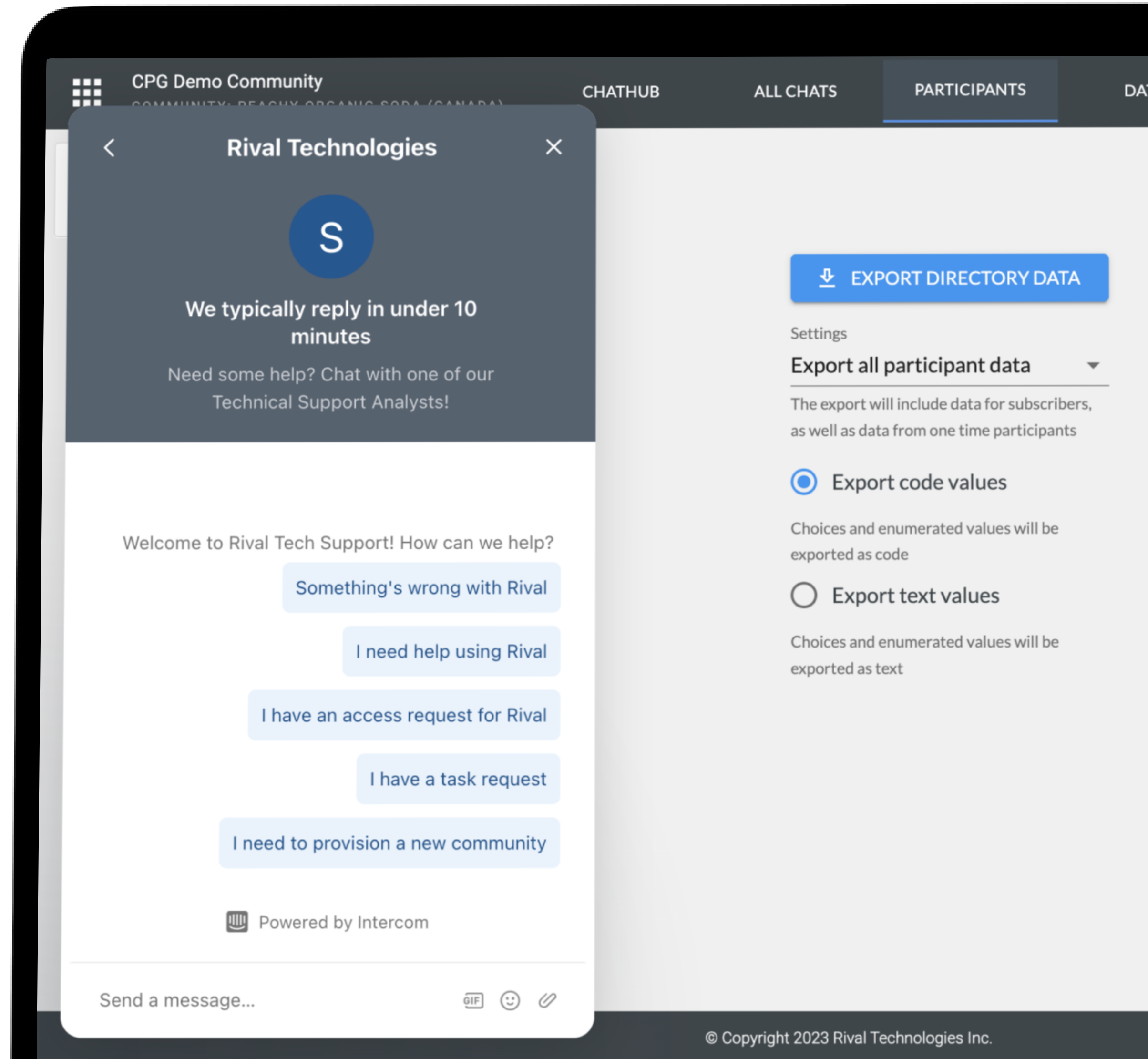Data security and compliance

ChatHub

Quick access to insights

Loop in your stakeholders with a one-stop shop to accessing your research results. ChatHub removes the nitty gritty process of performing the research, allowing you to get to the value quick.

Live support

Need help with the platform?

Our technical support has got you covered with live support integrated into the platform. Between our service and operations teams, we will resolve your problems in no time at all.

Customer success

Need help with your research?

Have access to a team of skilled market research professionals who can help you extract even more insights from your community and get the assistance that you need in making informed business decisions by providing additional perspective and expertise.

President & Chief
Methodologist
Jennifer Reid

Vice President,
Customer Success
Julia Morton

Director,
Customer Success
Brett Henderson

Senior Customer
Success Manager
Sherry Wang

Customer Success
Manager
Mireia Peace

Data security & privacy

SOC2 Type 2
Rival Technologies

ISO 27001
Reach3 Insights

HIPAA
Both Rival & Reach3

You are in safe hands

On the privacy side we ensure compliance with all the appropriate legislation, including GDPR in Europe and all of the relevant regulations in Canada and the US.

Report

Generate agile insights in meaningful forms to share with stakeholders.
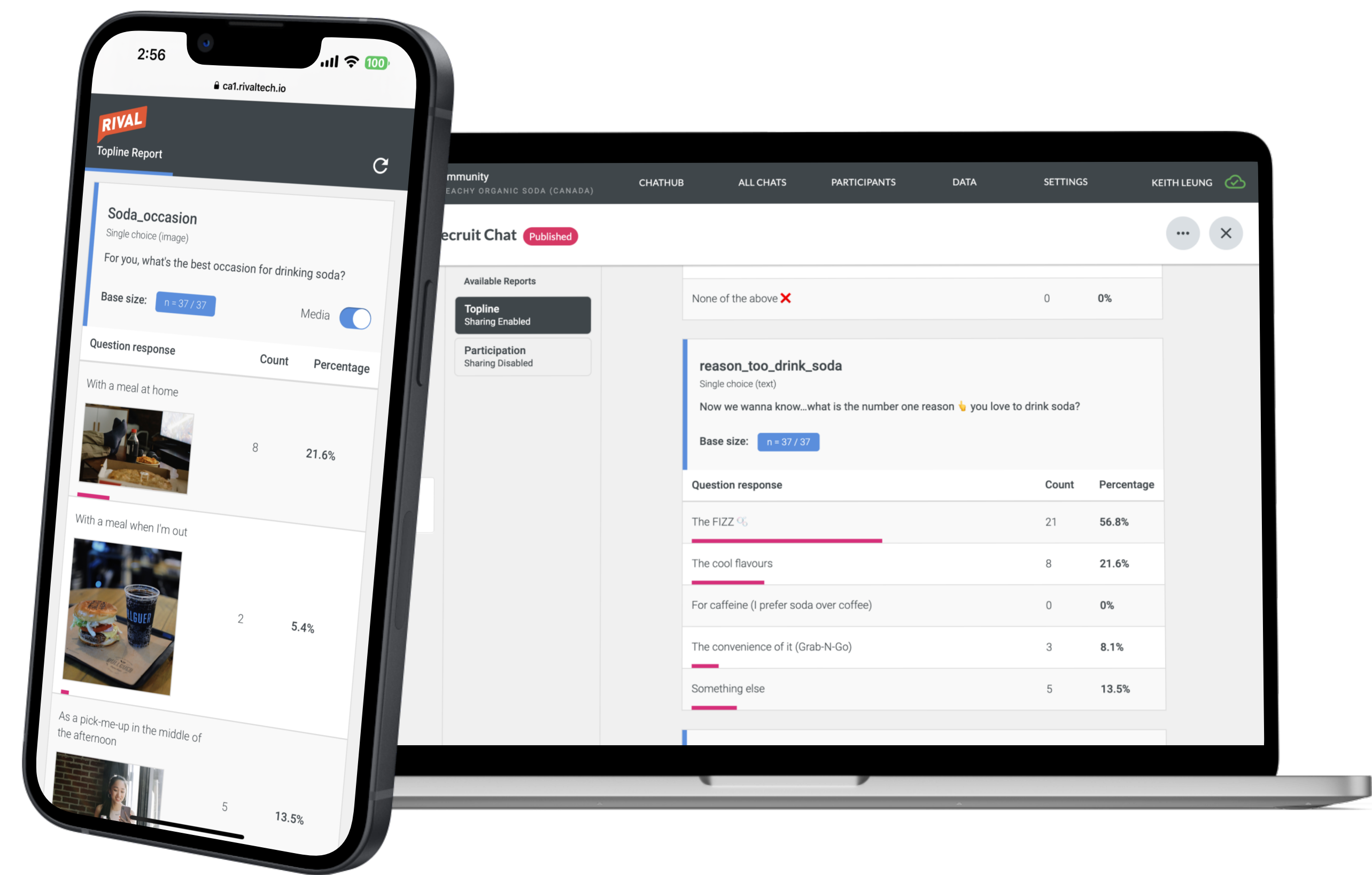
Reporting

Mobile toplines

Dashboards

Exports

Mobile friendly topline report

Data right at your fingertips

Keep track of your survey's performance in real-time on your mobile device to make important business decisions based on the feedback received, while ensuring that you are getting an adequate number of responses for each data point.

Dashboards

World class insights

Combine qualitative insights with quantitative analytics in to generate real-time reports and dashboards

Exports

Data, your own way

Convert the gathered information into various file types, such as **CSV** and **SPSS**, to make it suitable for utilization by market researcher across different platforms.

Scan here to learn about how exports are created.