




# User Satisfaction Ratings

Data is scoped to the **User Research** category. All reviews were collected as of **September 28, 2021**

	 <b>UserTesting</b>	 <b>UserZoom</b>	 <b>WEVO</b>
Star Rating	★★★★☆ 539 reviews	★★★★☆ 42 reviews	★★★★☆ 40 reviews

Ratings			
Ease of Doing Business With	87% Responses: 161	76% Responses: 12	95% Responses: 20
Ease of Use	85% Responses: 408	81% Responses: 25	93% Responses: 30
Ease of Admin	87% Responses: 168	81% Responses: 12	94% Responses: 20
Ease of Setup	87% Responses: 170	85% Responses: 13	94% Responses: 21
Quality of Support	91% Responses: 347	78% Responses: 23	97% Responses: 30
Meets Requirements	86% Responses: 405	82% Responses: 25	91% Responses: 30
Sorting	74% Responses: 197	78% Responses: 12	93% Responses: 18
Product Direction (% positive)	84% Responses: 400	68% Responses: 22	93% Responses: 28
Avg. ROI (months)	<p>Average 15 Months</p>	<p>Average 16 Months</p>	<p>Average 10 Months</p>
Collaboration	76% Responses: 195	81% Responses: 13	87% Responses: 19
Analytics	77% Responses: 220	86% Responses: 13	91% Responses: 20
Text/Notes	84% Responses: 226	88% Responses: 14	88% Responses: 14
Likelihood to Recommend	88% Responses: 471	78% Responses: 41	92% Responses: 35
Recruitment Pool	81% Responses: 248	72% Responses: 12	83% Responses: 13
Survey	78% Responses: 199	88% Responses: 14	88% Responses: 19
Avg. Go Live Time (months)	<p>Average 2 Months</p>	<p>Average 1 Months</p>	<p>Average 1 Months</p>
Conversion Goal	Not enough data available	69% Responses: 8	87% Responses: 17
Custom Targeting	Not enough data available	69% Responses: 7	86% Responses: 15
Multivariate Testing	Not enough data available	71% Responses: 7	88% Responses: 11
Standard Targeting	Not enough data available	69% Responses: 6	86% Responses: 15
A/B Testing	Not enough data available	76% Responses: 7	92% Responses: 17
Reports and Dashboards	Not enough data available	80% Responses: 9	91% Responses: 21
User, Role, and Access Management	Not enough data available	79% Responses: 7	90% Responses: 13
Segmentation	Not enough data available	79% Responses: 8	85% Responses: 18
Heat Maps	Not enough data available	89% Responses: 11	94% Responses: 18