

## Frequently Asked Questions

### **What is PowerSource?**

PowerSource is a new J.D. Power digital engagement platform to which we will be migrating from our existing VoX environment.

### **Why are you making this transition and what does it mean for me?**

A customer experience platform must continually change and improve to better serve the people who use it. PowerSource will leverage the latest technology and innovation to deliver an enhanced user experience that will enable you to intuitively transform data into actionable insights.

The platform will feature:

- **Visually engaging data** incorporating icons, images, and colors to help you access and understand the insights you need more easily.
- **Dynamic online reports and dashboards** incorporating high levels of user interactivity.
- **Enhanced automated reports** that can be easily exported to PDF or PowerPoint.
- **A customizable user experience** ensuring information is always displayed as you want to experience it.

### **Am I losing any functionality?**

You are not losing any functionality. However, a number of functionalities will be accessed differently. The new platform is designed to be more intuitive than VoX and is intended to be easier to navigate.

### **Am I gaining new functionality?**

While the immediate release of PowerSource will emphasize its more intuitive navigation and functionality, you can expect additional features and functionality to be available in coming months.

**When will changes occur?**

Select studies will become available on PowerSource beginning July 2020. Additional syndicated studies will release on a month-by-month cadence through year end. Studies that have already published prior to July will be re-released in the coming months and for these studies clients will have access to the data in VoX and on Power Source.

**When will I be affected?**

You will be able to access your study data in the PowerSource environment on the study's natural publish date if it is scheduled for publication during the second half of 2020. Studies published during the first half of the year will continue to be available on VoX, and they will also be migrated to the new environment by the end of the year.

**How many years of historical data will be available on PowerSource?**

For most studies, PowerSource will include 3 years historical data. However, in the case of new or redesign studies, where data cannot be trended, only the current study year data is available on PowerSource. The inclusion and amount of historical data is determined on a study by study basis and will vary.

**How will I receive training on the new platform?**

Over the coming months we will release a training video and associated documents that give an overview of the platform's functionality including high-level instructions on how to access and use PowerSource, quick start tips, and how to perform essential functions. For additional help or specific questions please feel free to contact us at [PowerSourceUserAdmin@jdpa.com](mailto:PowerSourceUserAdmin@jdpa.com) or to reach out to your account executive.

**How will I receive support?**

A number of basic requests can be intuitively addressed within the platform itself e.g. it is possible to reset your own password within the PowerSource environment. However, for additional and more in-depth support requests, we have set up the following dedicated email address – [PowerSourceUserAdmin@jdpa.com](mailto:PowerSourceUserAdmin@jdpa.com) which is accessible in the tool. Questions sent to this email address will be answered the same business day and will be supported by both our J.D. Power practices and the Consumer Insights team.