YOUR GUIDE TO EVALUATING RECOGNITION PLATFORMS

20+ QUESTIONS TO ASK

Choosing a recognition platform for your team isn't easy. It's a critical decision that will impact every single one of your employees. In this guide, we'll give you the key questions to ask any recognition vendor, so you can find the right partner for your business.

COST MODEL

What does the cost model look like? Are there hidden fees associated with reward fulfillment? How are shipping and handling costs paid for? Are there fees for integration, customization, reporting, etc...?

ONBOARDING

What kind of onboarding support is offered? Is training provided? What type of strategy is created for the rollout of the program? How long does onboarding typically take? What are typical adoption rates after the first 90 days?

INTEGRATIONS

Does the platform offer integrations with communication such as MS Teams or Slack? Does it integrate with Learning Management Systems, or your HRIS? Does the platform support single-sign-on (SSO)? How easy is it to set them up and what are the costs?

REWARDS

Are there a wide range of rewards available for employees in categories such as gift cards, merchandise, charitable contributions, branded company swag, and experiences? What type of reward catalog options are available for international employees? How long does it take to fulfill them? Are rewards marked up or available at fair market value?

POINTS SYSTEM

Are points purchased up-front? Is there a markup on points? What happens to points if someone leaves the organization with a balance? How much are points worth? Can employees gift points?

Questions about how Cooleaf's recognition platform stacks up? Let us know at marketing@cooleaf.com

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