



Sprinklr Sandbox

PRODUCT OVERVIEW

CHALLENGE

Maintaining critical systems as technology evolves is necessary to prevent disruption that could bring down entire systems and teams. Strategically doing so requires adherence to the best practice of Application Lifecycle Management (ALM) to mitigate the risk of:

- Broken workflows causing poor customer experiences and risk
- Unstable environments for deployment of new capabilities
- Inability for proper employee training
- Lack of testing and system refinement

SOLUTION

A carbon copy, pliable environment that allows teams to manage change, innovate without consequences, and practice with precisions. These Sandbox environments are managed through the adoption of ALM and ultimately:

- Reduce operational risk of system failure
- Raise productivity and increase efficiency across System Administrators, Developers, and End Users
- Increase user satisfaction due to more testing and less errors
- Expedite innovation

32%

Of consumers will leave a brand they love after a single bad experience.

PwC Future of Customer Experience



RESULTS

Sprinklr's Sandbox adheres to proper Application Lifecycle Management process reducing risk of platform disruption while creating efficient platform management and seamless end user experiences. Sprinklr's Sandbox addresses several business use cases and is available in various bundles to meet your needs.

VALUE DRIVING USE CASES

The Sprinklr Sandbox solves several business needs as seen in the diagram to the right. The use cases shown here are recommendations and a small preview of the potential solutions available.

These use cases follow a guiding software development principle called Application Lifecycle Management (ALM). ALM is a strategic approach to managing a development cycle and is a recommended best practice.

Use Cases suggested business use cases based on the adoption of ALM as a best practice	Standard Sandbox for development and testing in an isolated environment	Premium Sandbox For UAT and staging environment
Configure new products or features including integrations	✓	✓
Develop and test a new product, feature, or capability	✓	✓
User Acceptance Testing (UAT)	✓	✓
Adhere to IT required processes	✓	✓
Onboard or train new users, new hires, or new processes		✓
Complete regression testing of new product or features		✓
Pre-Release Testing* (see roadmap)		✓

	Standard Sandbox	Premium Sandbox
Data Storage Limits	Max 10GB	Max 100GB
Refresh Rate Cloning the Production configuration to a separate environment	on-demand	on-demand
Outbound Change Set Selecting specific configuration changes and deploying the change from one environment to another	✓	✓
Inbound Change Set Confirming the selected configuration changes are ready to be deployed into the chosen environment.	✓	✓
Rollback Ability to revert any deployed changes	✓	✓
Account Mapping Map a test account in a Sandbox to an alternative production account for end-to-end testing	✓	✓
Granular User Permissions Govern access to Sandbox capabilities	✓	✓
Audit Trail Capture a complete version history of actions taken	✓	✓
Partial Copy* Having the support to copy over data (i.e. listening mentions and Assets) from parent to child		✓

SPRINKLR SANDBOX DETAILS

The Sprinklr Sandbox is available in two types - each complete with robust features:

Standard Sandbox: Testing environment complete with true configuration details (rules, workflows, approval paths, etc.) intended for development and testing in an isolated environment

Premium Sandbox: Near carbon copy of a live production environment and inclusive of data such as messages, profiles, assets, etc. Intended to be used as a staging, and/or training environment.

APPLICATION LIFECYCLE MANAGEMENT (ALM)

Manage Change with Application Lifecycle Management (ALM): a software management process and best practice for managing change across a technology platform.

Sandboxes are Engines that Keep ALM Running:

A separate, standalone environment that can be used for development, testing, and training, without compromising the data and applications in a production environment.

