



# Delighted Data Export Guide

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Step-by-step instructions to preserve your  
feedback data before June 30, 2026

March 2026

# Why Export Now

Qualtrics has announced the shutdown of Delighted, effective **June 30, 2026**. After that date, all survey data, response history, and account configurations will be permanently deleted.

Shutdown date	June 30, 2026. All data permanently removed after this date.
Subscriptions end	Monthly subscriptions end May 31, 2026. Export before then to ensure full platform access.
Export regardless	Whether you migrate to a new platform or not, exporting preserves your data. It costs nothing and takes minutes.
Act early	Large accounts may need multiple exports. Waiting until the final week risks timeouts, incomplete downloads, and lost data.

Do not wait until the last week. Server load increases as the shutdown date approaches. Early export ensures you have a clean, complete copy of your data with time to verify it.

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## CHECKLIST

# What to Export

Use this checklist to confirm you have captured everything before your account closes. Check off each item as you complete it.

- Survey response data - NPS, CSAT, CES, PMF scores and verbatim comments
- Contact lists and customer properties - all people records with custom attributes
- Survey templates and configuration - question text, logic, branding settings
- Integration settings documentation - screenshot your Slack, Zendesk, Salesforce configs
- Dashboard and report configurations - screenshot key dashboards and saved filters
- Trend data and historical benchmarks - time-series data and comparison baselines
- API keys and webhook configurations - if using the Delighted API, save endpoints and keys

Screenshots are important for integration and dashboard settings. These configurations cannot always be exported as structured data, but they document how your system was set up and accelerate reconfiguration on a new platform.

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PROCESS

# Step-by-Step Export Process

- 1 Log in to Delighted. Go to [delighted.com](https://delighted.com) and sign in with your account credentials.
- 2 Open Settings. Click the gear icon in the top-right corner of the dashboard.
- 3 Find the Export section. Navigate to the "Export" or "Data" section within Settings.
- 4 Export all data. Select Export All Data and choose CSV format for maximum compatibility.
- 5 Set date range. Set the date range to All Time to capture your complete response history.
- 6 Download the CSV. Click export and download the file once it is ready.
- 7 Export People data. Go to the People section separately and export all contacts with their properties.
- 8 Screenshot dashboards. Capture screenshots of your dashboard configurations, saved views, and report layouts.
- 9 Document integrations. Record your Salesforce mappings, Slack channels, webhook URLs, and any API configurations.
- 10 Store securely. Save all exports and screenshots in a secure, backed-up location. Verify file integrity.

Note: Large exports may take several minutes to generate. Delighted will send an email notification when your export file is ready to download.

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NEXT STEPS

## What's Next

Your data is safe. Now choose the platform that fits your feedback program.

### Option 1: sandsiv+

Enterprise Voice of Customer platform with dedicated migration support. Built for organizations that need multi-channel feedback collection, AI-native analytics, and deep CRM integration.

- Full-service migration with the Algentic Migration Tool
- Dedicated Customer Success Manager
- Native Salesforce bi-directional integration
- Unlimited surveys, responses, and users

### Option 2: InsightNarrator 2.0

AI-native feedback intelligence platform. Free to start. Upload your Delighted CSV export and get instant AI-powered analysis of your feedback data.

- CSV import with instant AI analysis
- Automated theme detection and sentiment scoring
- Free tier available for small teams

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Both products are built by SANDSIV, the Swiss company behind the #1-ranked VoC platform.

#### Get in touch

Web: [sandsiv.com](https://sandsiv.com)

Email: [sales@sandsiv.com](mailto:sales@sandsiv.com)

Book a 30-minute migration assessment. No commitment required.