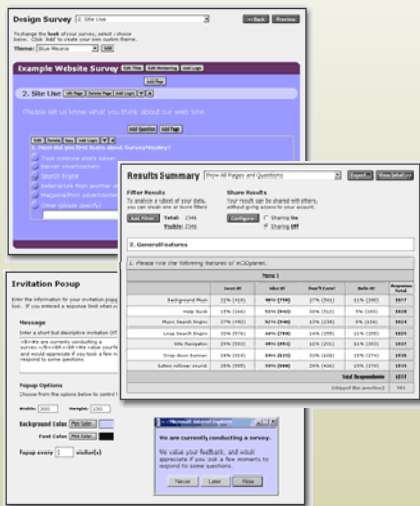


fact sheet...



SurveyMonkey enables anyone to create professional online surveys, collect responses, and analyze the results quickly and easily. It is a powerful solution to obtain feedback from clients or employees on just about any topic—and there's NO software to install. Collecting meaningful information has never been easier!



Understanding clients' needs is essential to delivering top-notch customer services.



## SurveyMonkey Provides Solution to Collect Meaningful Information

Now there's an easy and professional solution to collect meaningful information from your clients and their employees: SurveyMonkey. This intelligent software gives you complete control over the survey design and supports a variety of features:

### ◆ Design Survey

Via your web browser, the intuitive survey editor allows you to select from over a dozen types of questions (single choice, multiple choice, rating scales, drop-down menus, skip logic, and more). Powerful options allow you to require answers to any question, control the flow with custom skip logic, and even randomize answer choices to eliminate bias. In addition, you have complete control over the colors and layout of your survey.

### ◆ Collect Responses

Collecting meaningful information has never been easier! Simply cut and paste a link to your survey that you can post or print anywhere. Use the pop-up invitation generator to maximize your response rate, or use the automated email notification and list management tool to track your respondents.

### ◆ Analyze Results

View results as they are collected in real-time and control which results are visible. Watch live graphs and charts, and then dig down to get individual responses. Securely share your survey results with others. A powerful filtering system displays only the responses you're interested in. In addition, the raw data can be downloaded into Excel or SPSS.

