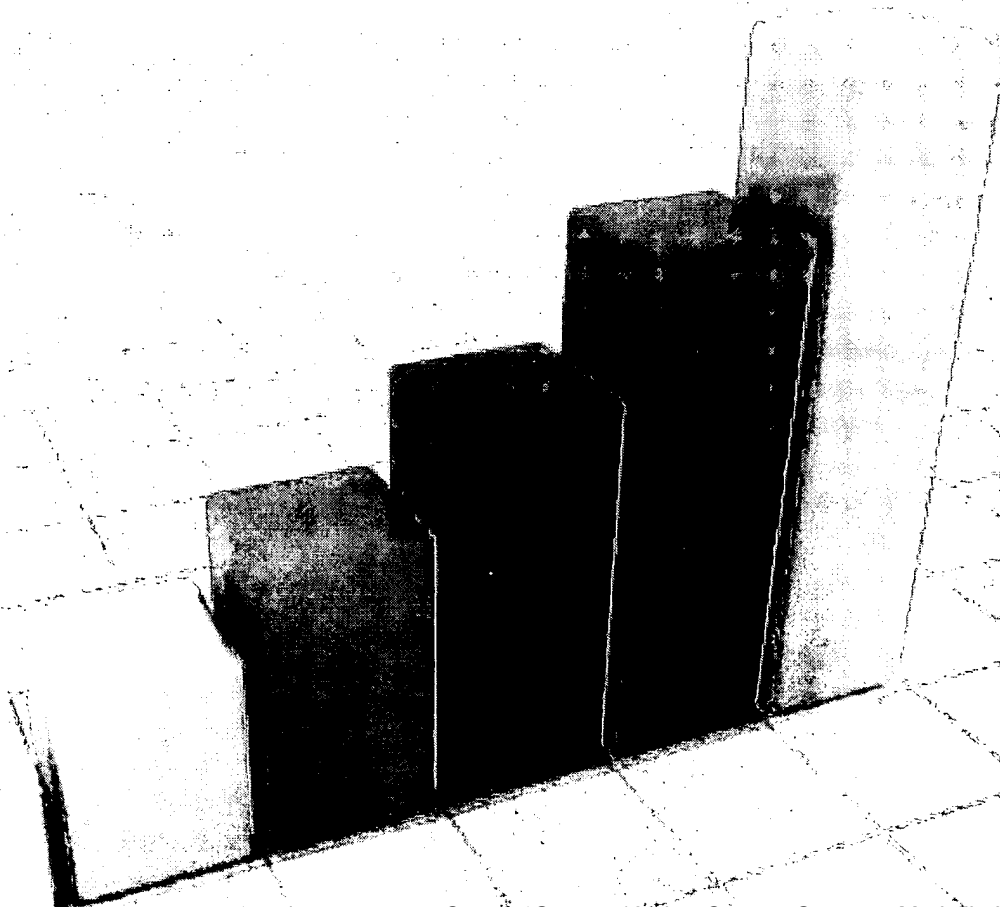# Kampyle Feedback Analytics

Get Feedback. Get Better.

Kampyle Feedback Analytics

Feedback has Never Been So Profitable.

Every online business owner knows it: the key to success is in the hands of his customers. Customers know what they are looking for, and they know what they want. Your ability to deliver just that determines your level of success.

Kampyle Feedback Analytics plugs your business directly to the data source – your customers. Kampyle helps you to gain a unique perspective of your business: what's good, what's bad, what needs to be done or undone. By opening a new communication channel with your customers, Kampyle helps you to win back clients, fight for every deal, increase revenue, conversion rates and customer satisfaction.

Turn customer feedback to added revenue!

Maximize your business potential, increase revenues and customer satisfaction with Kampyle.

Get the feedback

Kampyle provides you with branded, fully customizable feedback forms that can be built to your specifications in just a few minutes.
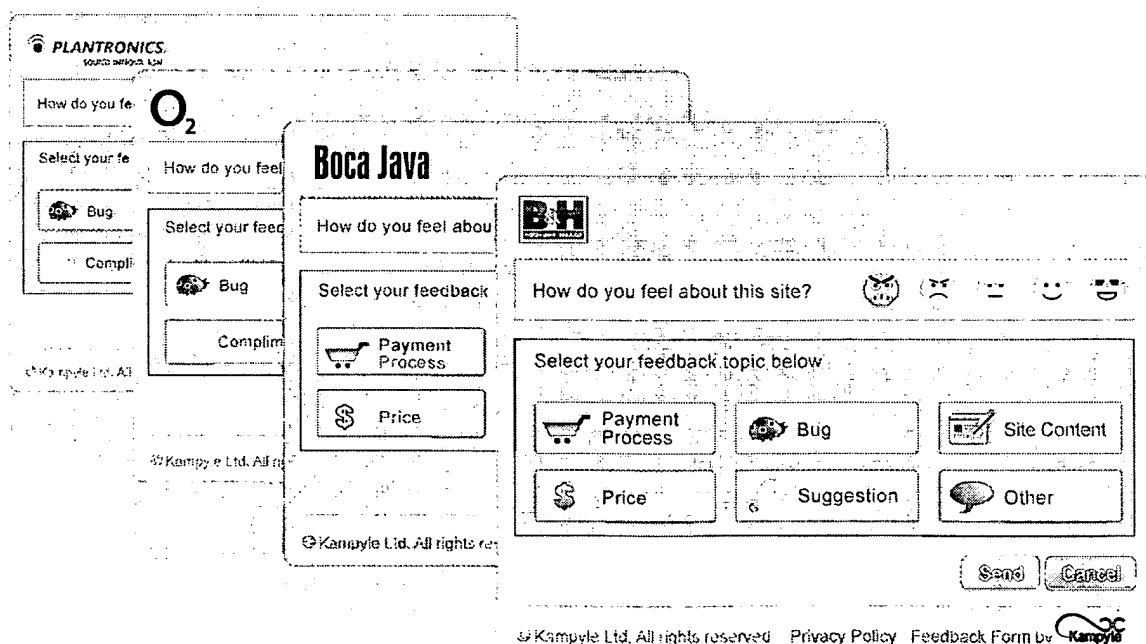
Get the insight

Kampyle gives you the bottom line by analyzing the received feedback and displaying it in an actionable, user-friendly Feedback Dashboard.
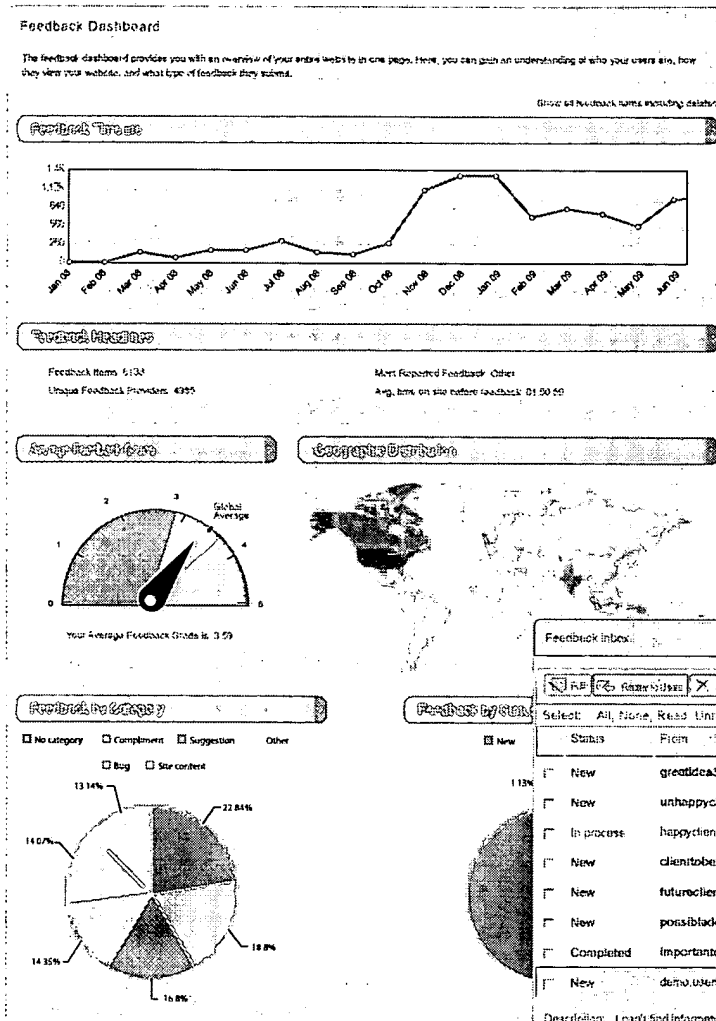
Get customer satisfaction and loyalty.

Kampyle's Feedback Inbox lets you get back to your users directly from Kampyle. Use Kampyle to listen to your customers, win them back, and CLOSE THE FEEDBACK LOOP!

Increase sales and customer satisfaction

Kampyle

How do you feel about this site? 😠 😣 😐 🙂 😄

Select your feedback topic below

🛒 Payment Process	🐷 Bug	📝 Site Content

- Use feedback to understand the needs of your users, and improve your site.
- Increase customer satisfaction by letting users know you've fixed the reported issues.
- Increase sales by finalizing deals with users who left feedback.
- Increase customer loyalty by showing your users that their opinion matters to you.

$ Price	✐ Suggestion	💬 Other

Send **Cancel**

Privacy Policy   Feedback Form by Kampyle

Feedback is money

Kampyle provides the tools you need to give your customers what they realy want.

Today more than ever, online businesses need to carefully listen to customers in order to constantly improve, win back customers and keep up with competition that is always only one click away. Businesses who really listen have the edge over their competition.

The difficulties involved in listening to customer feedback are like a gap separating business owners from their customers. Kampyle helps you to overcome this gap, and maximize your business potential by giving you the necessary tools to collect, analyze, and respond to your users' feedback.

Kampyle Ltd. | 1-800-FEEDBACK | sales@kampyle.com | www.kampyle.com   **Kampyle**

Kampyle Google Analytics Integration: Turbo-Charge Your Web Analytics with User Feedback!

This week, Kampyle has launched a new feature that is sure to make waves: Google Analytics Integration. This new feature uses Google's recently published API to integrate web-analytics data with valuable feedback analytics data, providing never-before seen insights on user behavior.

The benefits of web-analytics have been demonstrated far and wide, and the many millions of sites using GA speak for themselves. But the more evident the importance of Web-Analytics was, the more apparent it became that while knowing what your users did on your website is very important, knowing WHY they did it is what you need in order to understand your clients, and increase sales and revenues. This can only be achieved with the combination of feedback data and Web-Analytics, turning the information to *actionable analytics*.

Kampyle's Integration with Google Analytics was designed to create an actionable, intelligent combination between 2 data sources that meet at specific, crucial intersections. These points of contact are shown in a simple, intuitive interface inside Kampyle's Feedback Analytics section.

Google Analytics   View reports: [www.example.com ▼]   My Analytics Accounts: [www.example.com ▼]

Visitors and Feedback TimeLine

Visitors and Feedback TimeLine

■ Feedback   ■ Visitors

Alerts

	Description	Most Reported Feedback	Date	Show Details
	No. of visitors has decreased by 28.6%, avg. feedback grade has decreased by 26%.	Bug > Can't log in	Jun 06, 09 – Jun 08, 09	»
	Number of visitors has decreased by 27.6%	-	Jun 07, 09 – Jun 08, 09	-
	Number of visitors has increased by 173.3%	-	Jun 06, 09 – Jun 07, 09	-
	No. of visitors has increased by 173.3%, avg. feedback grade has increased by 11.1%	Site Content > Missing Content	Jun 06, 09 – Jun 07, 09	»

Feedback by User Loyalty

Feedback by User Loyalty

■ Suggestion   ■ Payment Process   ■ Price
Product Catalogue   □ Bug
□ Site Content
□ Compliment   Other

Feedback Conversion by Country

Feedback Conversion by Country

Popular Pages

Page	Avg. Grade	Most Reported Feedback
http://www.example.com	2.9	Site Content > Missing Content
http://www.example.com/landing	3.1	Bug > Can't Register
http://www.example.com/product-3	3.3	Products > Missing Information
http://www.example.com/product-3	4.1	Compliment > Site Content
http://www.example.com/register	3.7	Bug > Browser not Supported

Top Exit Pages

Page	Avg. Grade	Most Reported Feedback
http://www.example.com	2.9	Site Content > Missing Content
http://www.example.com/shop_id_card	3.4	Shipping > Shipping Prices
http://www.example.com/shop_id_card	3.3	Shipping > Shipping Deductions
http://www.example.com/product-12	4.0	Suggestion > Inaccurate Content
http://www.example.com/product	3.7	Search > None Relevant Result

Using Kampyle's GA integration, you can now:

- Benefit from Kampyle's smart alerts, highlighting important information based on integrated data such as declines in traffic and/or feedback submission.

- Quickly indentify regional issues, by showing the countries where the most customer feedback was reported in comparison to general traffic.

- Quickly find out what the average grade and most reported issues were for the top landing and exit pages of your website.

....and much more!

Getting this crucial information is now possible using Kampyle's Google Analytics Integration. Kampyle's GA Integration solves the challenges associated with web analytics, while providing the only website feedback solution fully integrated with Google Analytics' API.

You can start enjoying the benefits of Kampyle's Google Analytics Integration today: no additional implementations or installations are necessary!

The GA integration feature is available for Silver service packages and higher. Click here to see it now, or here to upgrade!

Click here to register on Kampyle.

(P.S.)

We've only just released it, and there is already an important buzz around this new feature! Here are some of the things written about it on the web:

- "Q&A: Ariel Finkelstein on Kampyle and the future of analytics" (Econsultancy)

- "Customer Feedback Tool Integrates Google Analytics Data" (MediaPost)

- "Kampyle Adds User Feedback To Google Analytics (CEO Interview)" (VCCafe)

- "Kampyle offers reasons consumers abandon shopping carts" (BizReport)

BOOKMARK

Kampyle's new Advanced Reporting: Feedback Like you've Never Seen Before.

06.11.2009 | Posted in Feedback Analytics | Author: Kampyle | No Comments »

This week, Kampyle has launched some of the most amazing features ever introduced in the world of Feedback Analytics. "Advanced Feedback Reporting" is the general name describing over 12 new Analytics pages that allows website owners to get more, better and faster insight into their customers' needs.

Kampyle's latest additions to the already impressive array of feedback analytics tools come in two sections: **General Feedback Info**, and **Users' Info**.

The General Feedback Info contains information about the content of the submitted feedback itself, while the Users' Info section contains information about the users who have submitted the feedback.

Here is some more detailed information about each new section, and its uses:

General Feedback Info

The General Feedback Info section provides website owners with the clear, detailed, and accessible data about the content of the collected feedback. Using the different pages of this section, website owners are able to save valuable time, getting the most elusive insights in seconds. The sub-menus of this section are:

Overview: provides the website owner with the main feedback "headlines" with regard to the content of the feedback. With detailed analysis of feedback over time, this section allows to quickly identify trends and changes.

Categorization: Lets website owners find out which feedback categories and sub-categories were most reported, and the average grades for each of these, thus identifying problems points in seconds.
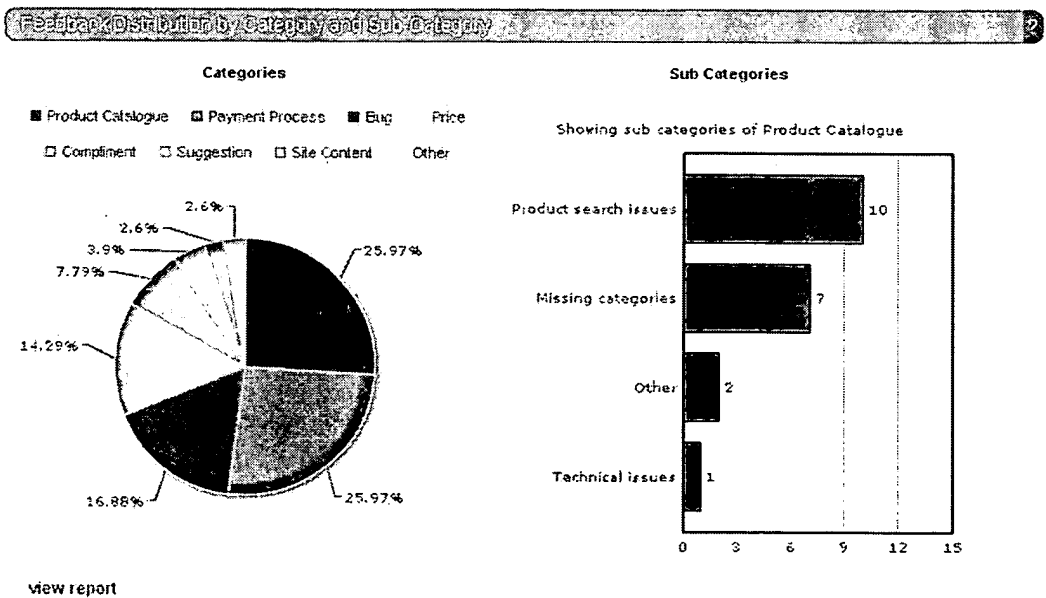
Grade: Allows website owners to learn which issues are associated with the lowest grades to find and solve the most urgent problems.
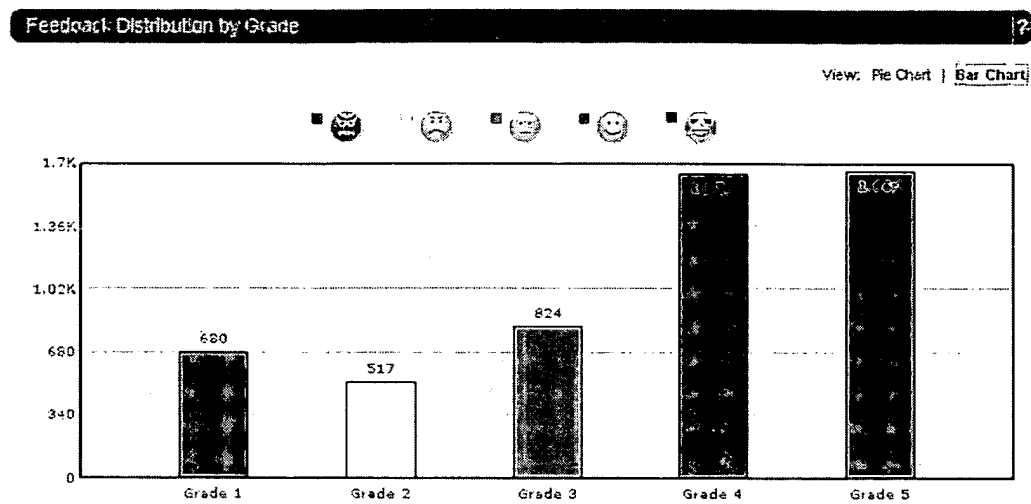
Feedback Forms: Websites using multiple feedback forms are able to find out which issues were the most prevalent in each of the feedback forms in use.

Languages: Websites using multiple language feedback forms can now quickly learn which issues are most common within each feedback form language in use, in order to identify country-related issues in seconds.

Users' Info

The Users' Info section gives the website owner the ability to quickly locate and understand the causes that lay behind the feedback submitted by users. By analyzing the data relating to the users who submitted feedback, website owners can gain tremendous insights on their users, and the ability to understand and fix problems in record time. The sub-menus of this section are:

Country: Allows website owners to find the connection between the feedback submitted and the location of the users who submitted it. Any issues of a regional nature will be quickly identified using this feature.

Browser: Allows website owners to instantly identify whether some issues reported by users are browser-related, making possible to solve them as quickly as possible.

Feedback Distribution by Browser

■ Internet Explorer 6   ◨ Internet Explorer 7   ■ Firefox 2   ∴ Firefox 3   ◻ Safari 3
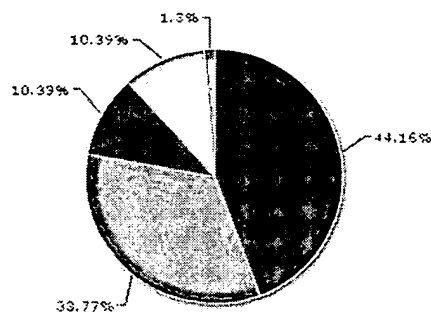
Feedback Distribution by Browser - Details

Browser Name	Avg. Grade	Feedback Items	Most Reported Feedback	Show Details
Internet Explorer 8	2.8	34	Bug > Browser not supported	>>
Internet Explorer 7	3.2	26	Product Catalogue > Missing categories	>>
Firefox 2	2.8	8	Product Catalogue > Missing categories	>>
Firefox 3	3.5	8	Compliment > Usability and Design	>>
Safari 3	2.0	1	Product Catalogue > Missing categories	>>

Operating System: Lets website owners find out if certain reported issues are related to the operating systems in use by their users.

Browser Language: Using this tool, website owners can quickly find out whether issues reported are related to the browser language settings configured by users who reported feedback.

Screen Resolution: Lets website owners instantly identify whether issues reported by users are related to their screen resolution settings.

Color Depth: Allows website owner to quickly find out if issues reported by users are related to the color depth configuration of the users who reported them.

Cookies: This tool allows website users to instantly learn whether issues reported by users are related to their cookies settings.

These new analytics capabilities give Kampyle users amazing insights into the thoughts and needs of their customers, and are sure to help them understand customers, and increase sales and customer satisfaction.

Kampyle's new Advanced Reporting features are available for Silver Premium account owners and higher. Click here to upgrade now!

In addition to these amazing new features, Kampyle will be rolling out new, more powerful features in the near future. So stay tuned for more updates and impressive Feedback Analytics features!

Come See Us at the Upcoming IRCE 2009 Event!

06.03.2009 | Posted in Feedback Analytics | Author: Kampyle | No Comments »

We'll be heading to Boston soon to exhibit Kampyle at the Internet Retailer 2009 Conference and Exhibition (IRCE). IRCE 2009 is the world's largest online retailing conference, and Kampyle is very happy to be a part of it.

Kampyle will be the proud owner of **booth number 450** at the **Boston Convention & Exhibition Center,** where **IRCE 2009** will be held this year, on **June 15-18.**

Want to schedule a meeting with us? Shoot us an email!

Please drop by and pay us a visit – we will be thrilled to meet you.

See you there!

The Kampyle Team.

Reduce Churn Rates with Feedback Alerts to your Email!

05.14.2009 | Posted in Feedback Analytics | Author: Kampyle | No Comments »

This week, Kampyle has released its latest development for Premium accounts: **Automatic Feedback Forwarding.**

How does it work? The Automatic Feedback Forwarding feature, as its name suggests, allows Kampyle users to have feedback items received on Kampyle automatically forwarded to email addresses: each feedback that arrives in Kampyle is simply forwarded to the email address of your choice, allowing you to keep up to date and read your users' feedback in real time, all the time. This incredibly useful feature will give you and your company the flexibility you need to manage feedback as efficiently as possible.

In addition to the simple forwarding options, Automatic Feedback Forwarding allows Kampyle clients to easily create rules by which feedback items of specific characteristics are automatically forwarded to specific email addresses.

The Feedback Forwarding rule editor is simple and straight forward: for each rule that you create, you can select the **feedback categories** that you wish to forward, the **email addresses** you wish to forward it to, and the **frequency** in which you want Kampyle to forward the data (real time/ daily/weekly/monthly).

Automatic Feedback Forwarding

This page allows you to manage Kampyle's email settings. Kampyle's email settings allow to customize elements of the emails sent from Kampyle to your users.

Create new rule for automatic forwarding

General

Rule Description   New Rule

Which feedback items would you like to forward?

Categories.
- ☑ All
  - ☑ Bug
    - ☑ Browser not supported
    - ☑ Cant log in
    - ☑ Disability enquiries
    - ☑ Site content
    - ☑ Registration / Privacy
    - ☑ Usability and Design
    - ☑ Objectional Content
    - ☑ Other problem
  - ☑ Site content
  - ☑ Suggestion
  - ☑ Compliment
  - ☑ Other

More options...

What would you like to do with the feedback items?

Forward the items to: ☐ Me (user@youremail.com)   This list is populated with all email addresses previously verified in this account. Click here to add/remove emails from this list

Frequency.   Real Time

☐ Mark forwarded items as read (in your Kampyle Feedback Inbox).

In other words: you decide **what** feedback items you wish to forward, **when** you wish to forward them, and **who** you wish to forward them to, and Kampyle takes care of it for you.

There are even more advanced possibilities: if you click on the "**more options**" link, new forwarding options will be displayed. These options allow you to:

- Forward only feedback items coming from specific **feedback form instances**.

- Forward only feedback items coming from specific feedback form **languages**.

- Forward only items with/without **descriptions**.

- Forward only items with/without the user's **email**.

- Forward only items submitted through the **feedback button**, or through **active request** (push).

- Forward only items that received certain **grades** from users.

- Forward only items that were submitted on specific **URLs**.

You can also **configure the alert's content and settings** to include the feedback provider's data in the email, and to allow replying directly to him.

Less options...

Feedback coming from:	All instances ... My Feedback Form	Hold Ctrl to select several items Hold Shift to select a range
Languages:	All languages ... English	Hold Ctrl to select several items Hold Shift to select a range
Description:	All items	
Email:	All items	
Submission Method:	All items	
Grade:	All items	
URL:	All items	

Configure the alert's content and settings

☑ Include user information in email (Browser, OS Platform, IP Address, etc.)

☑ Enable direct-reply to users.

Less options...

Here are just a few examples of what you can do with Automatic Feedback Forwarding:

- Configure Kampyle to send all feedback items received under a certain category (e.g.: "Bugs"), directly to the team who knows how to deal with these issues (e.g.: development team).

Or...

- Have the most important feedback, the kind you want to read in real time (such as feedback submitted on your sites' shopping cart), forwarded to your personal email.

Or…

- Have feedback with low grading sent to your email, to quickly identify and deal with unsatisfied customers.

…the options are virtually limitless.

This new feature is very easy to use: simply go to the "Auto Feedback Forwarding" section of the "Settings" menu. Once there, you will just need to create a new forwarding rule using our user-friendly interface. In just a few minutes, you will have your new Automatic Forwarding rule up and running.

We would love to get your feedback and impressions on our newest development – so login, try it, and use the feedback button!

Not a Premium User? Upgrade your Kampyle account today and enjoy the benefits of Automatic Feedback Forwarding!

If you have any questions on this feature, or other issues related to Kampyle, don't hesitate to contact our support team at support@kampyle.com.

Click here to register on Kampyle.

Kampyle's new, enhanced Feedback Dashboard is ready. Login and enjoy it today!

04.30.2009 | Posted in Feedback Analytics, Feedback Form Features, Kampyle Features, Tips and Advice | Author: Kampyle | No Comments »

Kampyle is happy to announce the launch of the **new Feedback Dashboard**, which **all** of our users can already enjoy and benefit from as we speak. The new dashboard is the product of in-depth research into our users' needs, hard work, and – of course – lots of feedback, for which we'd like to thank our customers. In the near future, we'll be rolling out many new and exciting Feedback Dashboard enhancements for our Premium users – this one is only the beginning!

Here are some of the enhancements that you will encounter in the new Feedback Dashboard:

Feedback Timeline: This new chart will allow you to get an instant overview of the feedback status on your website. The chart displays the number of feedback items received on continuous timeline. One quick glance and you'll be able to tell how many feedback items you have receive last month, compare to previous or the current months, indentify trends, and much more. With the Feedback Timeline, you'll be able to measure

your users' sensitivity to changes in your website: new designs, new products, changes in the layout or even in service will quickly be reflected in this chart.
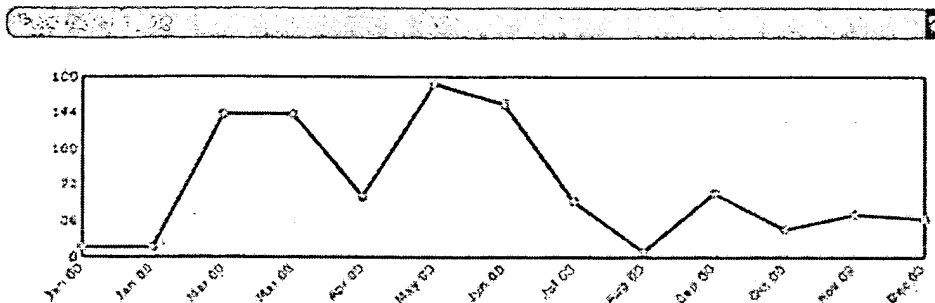
Feedback Headlines: Kampyle wants to help you get the important data without having to work hard for it. The Feedback Headlines do just that by bringing you 4 key figures in a clear, prominent display. Quickly learn the total number of feedback items received by your website, and the number of (unique) users who reported it. This will allow you to learn how active your website's users are (on average) with regard to feedback. Using the Most Reported Feedback section, you can learn which issue seems to be the most dominant among your users. Lastly, use the Average Time on Site Before Feedback will help you to learn what kind of users submit feedback on your site. For instance, a very short average time on site before giving feedback may indicate, among other things, that users quickly are identifying a specific issue on your site within seconds of entering it.

Feedback Items: 782

Unique Feedback Providers: 244

Most Reported Feedback: Compliment > Site content

Avg. time on site before feedback: 01:53:21
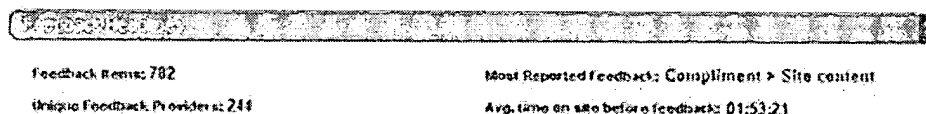
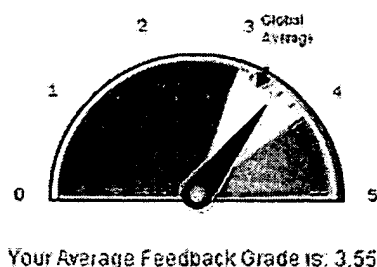**Average Feedback Grade**: Learn what is the current average grade that was given by your website's users, in answer to the opening question on your feedback form. As a general measure of customer satisfaction, the Average Grade chart also shows you where you site stands in comparison to others by also displaying the global average grade of all websites using Kampyle. Use the Average Feedback Grade to see whether your website's users are happy with your site or not, in just one instant.

Your Average Feedback Grade is: 3.55

Geographic Distribution: This interactive map intuitively displays the geographic distribution of users who have provided feedback on your website (darker shades represent higher feedback numbers). Place the cursor above a country to find out exactly

how many feedback items were received from users from that location. The Geographic Distribution chart can help you, for instance, to immediately identify issues of a regional nature that have been reported by individual users.

Feedback Pie Charts: Our new pie charts help you to quickly get more information about the feedback your website has received, and how it is being managed. On the left, the "Feedback by Category" pie chart will show you the distribution of feedback by categories. On the right, The "Feedback by Status" chart will help learn how the feedback received is being managed – how many feedback items have or are being dealt with, and how many are still "new". Using this tool, you will now be able to manage your feedback better than ever, by easily finding out whether you are up to date, or need to catch up on your feedback.
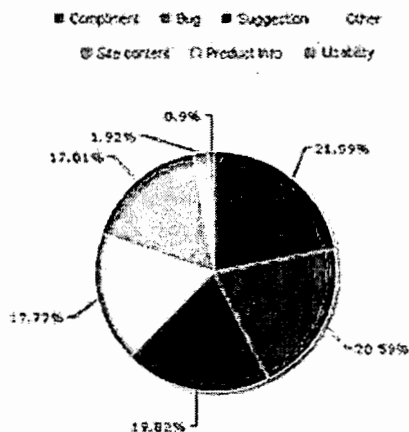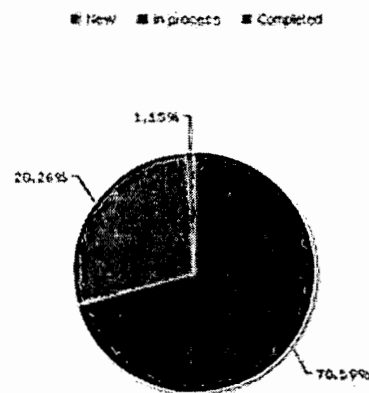
Are you a Premium Customer? Stay tuned! This latest change is only the beginning. Over the coming weeks, Kampyle will be making some great additions in the Feedback Dashboard…

Click here to login to your Kampyle account and enjoy these exiting new features now! **Kampyle Premium Customers enjoy many more amazing features. Click here to upgrade your Kampyle account.**

Kampyle Website Feedback Analytics Celebrates 1st Anniversary

04.02.2009 | Posted in Feedback Analytics, Kampyle Features, Partnerships | Author: Kampyle | No Comments »
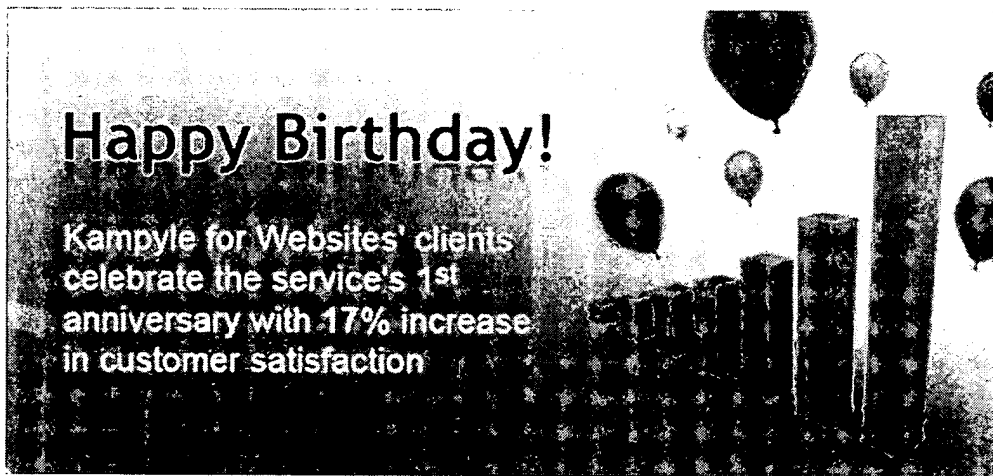
Kampyle's flagship product – Website Feedback Analytics is celebrating its 1st anniversary, and there is a lot to celebrate!

Only one year after the launch, thousands of websites are using feedback analytics as a way to improve customer satisfaction, and increase conversion and ROI. And these aren't just slogans – Kampyle feedback reports show that overall user satisfaction from websites using Kampyle has increased by 17% during the last year!

We've served over 5 million feedback forms over the past year, to users in 191 countries. Website owners from over 100 countries are using Kampyle's feedback form in 18 languages. Kampyle's more than 10000 customers, operating in over 20 industries have used Kampyle to improve their websites.

Over the past year Kampyle has partnered up with some of the web's most respected companies such as Amdocs, GoDaddy, Constant Contact, Bronto, oDesk and A2 Hosting.

Responding to increasingly high demand for new features, we have has recently launched our line of Premium Services which will be gradually introduced over the next few months. Although our clients already regard Kampyle as a "must-have" service, we are planning new features that will have online businesses come to see Kampyle as a cornerstone of communication with clients.

Kampyle's first anniversary is a great opportunity for us to thank you, our customers, for choosing Kampyle, and to reaffirm our commitment to you: to keep providing you with the best Feedback Analytics service available on the web.

To login to Kampyle click here.

Kampyle is Partnering with Constant Contact

03.11.2009 | Posted in Feedback Analytics, Partnerships | Author: Kampyle | 1 Comment »

Constant Contact®
Connect. Inform. Grow.

Kampyle is happy to announce its new partnership with leading email marketing tools provider Constant Contact. Kampyle has been making important steps forward creating valuable new partnerships for the benefit of our clients, and this new partnership is without a doubt yet another step in that direction.

Constant Contact helps small businesses, associations, and nonprofits connect with their customers, clients, and members. Constant Contact champions the needs of small organizations and provides them with an easy and affordable way to build successful, lasting customer relationships.

This is why Kampyle and Constant Contact are natural partners: both companies provide their clients with a new, efficient communication channel with their customers. Many of Kampyle's clients are SMBs who need new, innovative, and efficient solutions to stay in touch with their customers. Kampyle is always committed to provide its customers with an ever improving set of services and features, so we are happy to provide them with a great and affordable option, specialized in the needs of small businesses, associations, and nonprofits. With that in mind, Kampyle is glad to offer Constant Contact's capabilities to enhance the suite of features and services enjoyed by our customers, and their ability to communicate and dialogue with clients.

Click here to read more about Constant Contact

Click here to register on Kampyle.

Kampyle's Premium Services: For People who Mean Business

02.16.2009 | Posted in Feedback Analytics, Feedback Form Features, Kampyle Features, Tips and Advice | Author: Kampyle | No Comments »

Sometimes you need more than a really good service. When it comes down to your business, you need the extra "edge" that will provide you with real competitive advantages. Kampyle's newest services, available with our Premium Service Packages have been created with this exact goal in mind, creating a full service that will help you maximize your website's potential. We have been eagerly listening to our users' needs, requirements and feedback, and after careful evaluation, we've been able to create our Premium Services Package offering that will take your business to the next level, enabling a personal communication with your users.

These are the first features, but there are more to come very soon. Upgrade your account now and let your business benefit from Kampyle's advanced application.

Special Launch Promotion:
Prepay for 1 year and receive 2 months FREE
Upgrade now.

Here is a list of the new premium services being released today. Over the next few weeks we will release additional services and functionalities. Upgrade your account now to enjoy the current and future benefits of the Premium Service Packages. If you are already a Kampyle premium customer, just login to your account and start enjoying the premium services in your premium service package

1. New Premium Services:

a. **'From' name configuration**: You set the name that will appear in the "from" field of emails being sent from Kampyle to your users.

b. **'Reply to' email address configuration**: You set the "reply-to" address of emails sent from Kampyle to your users, allowing you to direct your users' responses to the correct recipients within your company.

Default From Name: Your Company Ltd.

Choose the name that will appear in the "From" field of emails sent from Kampyle to your users

Reply To email:

Your users' replies to Kampyle emails will go to this email address

➕ Add Email

Default	Email Addresses	Status	As of	Action
	youraddress1@yourcompany.com	verification pending (resend)	Feb 16, 09	✕
	youraddress2@yourcompany.com	verification pending (resend)	Feb 16, 09	✕
	youraddress3@yourcompany.com	verification pending (resend)	Feb 16, 09	✕
◉	yourcompanyname1@gmail.com	Address Verified	Feb 16, 09	✕

Refresh

All you need to do is enter the email address to which you want to direct replies to, and verify them using Kampyle's verification email.

Find it on: 'Settings' (on the left navigation menu) > 'Email Settings'.

c. **Auto-reply email customization**: Write your own auto-reply email, and make it fit your exact needs. This new feature lets you manage multilingual emails, and match specific auto-reply emails to specific feedback forms, allowing you, for example, to send different emails to users who left feedback on different pages.

Simply choose your emails' subject and body text then save the changes you've done. You can also insert useful links using html code. Just above the email's text configuration, for example, you'll be able to choose your emails "From Name" settings, and have your company's name appear in the "from" field.

Find it on: 'Feedback Form' (on the left navigation menu) > 'Feedback Form Customization', and press the 'Auto Reply Email' link next to your feedback form.

d. **Set minimum time on site before asking for feedback**: this new feature will allow you to choose how long you wish to wait before actively asking your users for feedback using Kampyle's push mechanism. You are able to choose, for instance, to wait 1 minute from the time a user has entered your site before prompting him for feedback.

This feature couldn't be simpler to use: choose a time period from a dropdown list in the embed URL section of the customization wizard, and that's it. You will need to recopy the code into your website after choosing a value from the dropdown list.

Find it on: 'Feedback Form' (on the left navigation menu) > 'Feedback Form Customization', and press the 'Embed URL' link next to your feedback form.

e. Feedback button language selection: Want to ask your users for feedback in their own language? Kampyle offers you a selection of feedback buttons that match the language you've selected for your feedback form. Selecting your feedback form's language in the customization wizard will automatically allow you to choose from a variety of feedback buttons in the chosen language.

Here is a small sample:
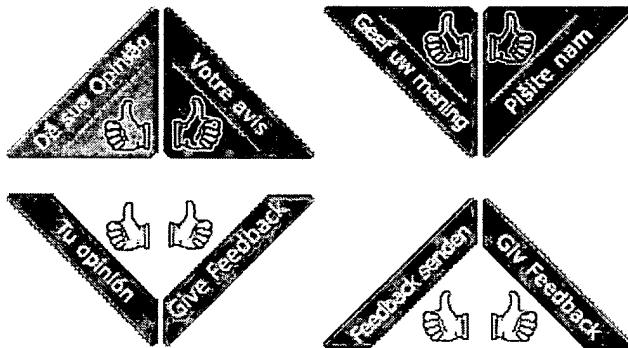
f. Advanced Account Settings:

- **Time zone configuration**: you can now set the appropriate time zone for your area, allowing you to know the precise time in which feedback was received.
- **Privacy Protection**: In accordance with local legislation, choose whether you wish your users' IP numbers to be collected and displayed.

Find it on: 'Settings' (on the left navigation menu) > 'Advanced Settings'.

g. View Filter: Filter the items in the Feedback Inbox showing items with or without descriptions and emails. You can also filter items based on the form of submission (did the user press the feedback button or did he provide feedback upon your explicit request)

Find it on: 'Feedback Inbox' > Top right corner of the Feedback Inbox.

2. Coming next on our Premium Package: Kampyle will soon be adding additional features that have not yet been released. Here are few of them:

a. Forward feedback item from within the inbox

b. User Management

c. Manage multiple websites on one account

d. Feedback Form Analytics page - analyze the performance of your feedback form and feedback button

e. Feedback Inbox folder management

f. "Canned" responses in 'Reply to Users'

g. And more…

3. Some of our new features have been designed for all Kampyle users:

a. **Re-organization of the menu**: new, more intuitive left menu allows you to navigate Kampyle with greater ease and speed. Find exactly what you need in a single click.

b. **Actively ask for Feedback -'Remind me later'**: Your users can now choose to be reminded later to submit feedback, if the feedback prompting mechanism has appeared in an uncomfortable time.

c. **Form of submission:** Did the user press the Feedback Button or respond to your explicit request for feedback? In each item in the Feedback Inbox there is a new property called 'Submission'. 'Feedback Button' for feedback resulting from user's pressing on the Feedback Button and 'Active Request' for feedback resulting from explicit request for feedback.

d. **Send Implementation code to webmaster:** Easily ask your webmaster to implement Kampyle on your website by sending him the implementation code and instructions by email, through a simple link in the last page of the customization wizard.

With this set of new features Kampyle has taken Feedback Analytics to the next level, providing the usability, efficiency, and flexibility that businesses need. You can benefit from these new features today by upgrading your Kampyle account to one of our premium service packages. Simply click here, to choose the best service package for your business needs, and follow the simple payment instructions.

With Business Premium Packages starting at $99 per month, you can find the best package that meets your business needs. Click here to learn more about the different Premium Packages and upgrade your Kampyle service package now (not a Kampyle customer? Register here).

Upgrade your Kampyle account today, and *start turning customer feedback to customer satisfaction, loyalty and conversion.*

Kampyle Partners Up With oDesk

02.15.2009 | Posted in Feedback Analytics, Partnerships | Author: Kampyle | No Comments »

Kampyle is always seeking powerful new partnerships with companies that share our passion for unique, professional services. That is why we are very proud of our new partnership with oDesk. An industry leader, oDesk is a marketplace for online workteams, with the best business model for buyers and providers.

oDesk is a true asset as a partner, exposing Kampyle to buyers and providers in the world of online workteams that will be able to make great use of Kampyle in their present and future projects. For these buyers and providers, Kampyle is a great professional tool and a true competitive advantage in the form of a unique added value service.

In addition, here at Kampyle, we can now recommend oDesk as a great solution for some of the issues reported by users. As Kampyle customers know, some issues reported by users in Kampyle's feedback forms are of a technological nature. Small and medium sized websites do not always have the resources needed to regularly answer all technical requirements and feature requests of their clients. oDesk is a perfect solution for those businesses, allowing them to find the best solutions, one project at a time.

We are sure that our partnership with oDesk will result in many satisfied customers on both sides.

Click here to read more about oDesk

Click here to register on Kampyle.

So what IS the difference between Feedback and Surveys?

02.11.2009 | Posted in Feedback Analytics, Feedback Form Features, Kampyle Features, Tips and Advice | Author: Kampyle | 4 Comments »

Many conversations we have had over the past year have revealed to us that there is a certain amount of confusion among website owners regarding the feedback tools available to them on the web. Many of them feel confused, or are not aware of the differences between the various services such as "Voice of Customer", "Surveys", "Feedback Analytics" etc. That's why we thought they could benefit from a post explaining the available methodologies to collect the website users' subjective data and the differences between them.

More and more website owners today understand the importance of knowing "Why": "*Why* did the user behave as he did on my website?"

Measuring a website with analytics tools (objective data) just isn't enough, because it leaves the website owner with too much guess work to do. There are too many possible reasons for each of the user's actions, and there is a great need for tools that can help you make the best choices. For instance, why did a user abandon the shopping cart? Was it the price? Shipping issues? Or was it bugs; missing information; usability issues...the list goes on.

The big question is: what are the available methodologies to collect the subjective user-data and which one better fits your site's needs?

Here at Kampyle, we usually see these as divided into 3 categories: Feedback, Surveys and Polls, and Idea Management. Here is a quick description of each one:

1. **Feedback Analytics** – (Kampyle Feedback Analytics) Provides website owners with the ability to create feedback forms that can be customized to fit the website and placed on all pages, so that website users can submit feedback in case they run into a problem, do not find something, have an idea, etc. A feedback button is visible all the time on each of the sites pages. Feedback analytics will provide you with page level and website level high quality (i.e. specific comments) and actionable data, allowing you to read and manage feedback and also get back to the users. The feedback will be accessible to you (the website owner) only, therefore protecting your brand, and making Feedback

Analytics suitable for all lines of businesses. Feedback analytics also gives you the ability to prioritize feedback collection: you can choose to actively ask your users to submit feedback in the pages in which you feel that you need it the most, using a pop up mechanism (you might want to use this option in your site's shopping carts for instance). The ability to choose the location as well as the frequency of this pop-up makes this a very non-intrusive approach. The data can also be integrated with Web Analytics, allowing you to understand both the 'What' and the 'Why'. This flexibility makes it suitable for all lines of business.

2. **Surveys and Polls** – (Most popular tools: SurveyMonkey, 4Q, OpinionLab) by using these methods you will get high level understanding of what's going on your website. You can ask your users to answer 5/10/25 questions that you've composed in advance and get a statistical review of their answers. You can use this option to ask 'site level' questions such as: "Where did you hear about our site", "What are you looking for", "How old are you", etc. The answers to those questions can help you to know your users better, but will not necessarily help you to find problems in your shopping cart, missing information and products etc. The fact that the data is ultimately statististical might cause the solution to be relevant mainly to large websites with a lot of traffic. This means that not all lines of businesses can benefit equally from it. Some issues need to be addressed, such as how to initiate the survey without annoying your users.

3. **Idea Management** – (Most popular tools: GetSatisfaction, UserVoice, SuggestionBox) Have users suggest ideas, report problems, vote for other users' ideas and have them made publicly available to all. This solution resembles live forum with an open discussion about your products. It can be very helpful to reduce support efforts, since in some cases people will see that their comment, problem or solution has been reported previously. It may also be useful for businesses looking to use their users to publicly vote for their next development steps. This solution can, however, damage your brand, in cases where lots of users report complaints, and others see them. This makes this solution less suitable for certain businesses for which this would be a sensitive issue.

For the benefit of our busiest readers, here is all that information in one "Executive Summary" table:

Solution	Feedback Analytics	Surveys and Polls	Idea management
Website Level Feedback	✓	✓	✓
Page / Product Level Feedback	✓	✗	✗
Non intrusive	✓	✗	✓
Brand Protection	✓	✓	✗
Feedback Follow up	✓	✗	✓
Fits websites of all sizes	✓	✗	✗
Integration with Web Analytics	✓	✗	✗
Fits all amounts of data	✓	✗	✗

For those of you who wish to go into further details, **we've prepared the following table which contains an in-depth comparison of the various subjective data collection services available.** The table is divided into categories representing characteristics of the services (*General, Submission, Results*), and sub categories representing specific features:

	Feedback Analytics	Surveys	Idea Management
General			
Feedback level	Website and page level	Website level	Website level
Best used for	Get quality feedback about products, services and user experience as well as high level understanding of customer satisfaction on a	Get high level understanding about your website and answers to specific questions.	Get new ideas, have users share data and rate ideas, save time on support as data is shared. Good as a support forum.

	site/page level. Can also serve for <u>targeted usability testing</u>.		
Size of website	Fits websites of all sizes, as qualitative data can be achieved from small or large amount of users.	Fits large websites because results are statistical.	Fits large websites, since prioritization largely depends on many users voting.
Amount of data	Fits Small and large amounts of data. Allows analysis of all data, as well as reading specific feedback items. The system also prioritizes tasks.	Fits when large amounts of data can be collected, since results are statistically based.	Fits when small amounts of data are collected. Difficult to handle when there are many different topics in the forum, and the administrator must read every post.
Required Planning	Simple customization process. The feedback form can be modified in seconds without problems, categories can be added and removed without consequences at any point and time.	The questions asked in the survey need to be carefully thought through in order to be effective in the long term.	Not relevant
Submission			
Where is it launched?	From all pages. Especially helpful to solve painful issues or processes.	From a landing page or home page.	From all pages.
Adjust the questions to	Different forms for different	One survey on one page of the	One form for the entire website.

different website locations	areas of the website, e.g. Home page, Shopping cart, Search, etc.	website.	
Data is collected by	New pop up window on top of the existing page. Does not remove the user from the website.	Usually on a new page.	Usually on a new page or starts with a floating window and takes the user to a new page.
Time required from the user	1 minute	5-10 minutes	5 minutes
Form of collection	Free text and categories of feedback.	5/10/25/… questions	Free text and ability to rate or vote for others' comments.
Results			
Results you'll get	Feedback about processes, products, services, pages as well as overall high level view. Ability to win back customers by communicating back to their feedback.	Statistical analysis based on the answers to the questions asked.	Comments about products, brand and services.
Data is visible to	Website owner	Website owner	Public, visible to all
Management Application	Dashboards, Charts and CRM like application to manage the data and get back to the users.	Dashboards and Charts	Similar to Forum management
Communicate with your users	You can get back to the reporting users who provided email	Usually anonymous and getting back to users isn't relevant.	Communication is public, and open for all to see.

Integration with Web Analytics to combine the 'What' with the 'Why'	Available	Not relevant	Not relevant

We hope that this explanation will have clarified several issues for website owners searching for subjective data collection solutions.

Click here to register on Kampyle now.

Customer Feedback with Kampyle on Magento

Our friends at **Magento**, one of the web's leading e-commerce platforms, have recently published a blog post about getting customer feedback using Kampyle's feedback form on Magento's e-commerce website. You can read all about it here. We are delighted to take this opportunity to invite Magento users, as well as other e-commerce website owners to join Kampyle and enjoy the great benefits of Feedback Analytics.

Click here to read Magento's post about Kampyle

The Kampyle Team

BOOKMARK

Kampyle: the Perfect Holiday Readiness Tool

11.27.2008 | Posted in Feedback Analytics, Feedback Form Features, Kampyle Features, Tips and Advice | Author: Kampyle | No Comments »

Kampyle's Holiday Readiness Tips

The holiday season is within sight: time for e-commerce retailers to prepare for the most important sales period of the year. These are times when more than ever, every sale counts and every customer matters. Product search, product placement, and usability – these are issues with constant room for improvement that translates to added revenue.This means that in the world of online retail, there is no such thing as "ready enough". Always improving and listening to your customers are key to maintain a loyal customer base and increase sales, and that is exactly what Kampyle is all about! Are you running an e-commerce website? Now is the perfect time to give you some valuable Kampyle tips that can go a long way in helping you to prepare your online business to work at full capacity.

Tip 1: Create Multiple Feedback Forms

- Questions such as "why are users leaving shopping carts?" and "how can I increase conversion rates?" are never more relevant than now, and they can be answered by your own users – simply by asking them for feedback! In a business lacking direct customer contact, Kampyle is a great way to make sure that you always know what your users need. Use different feedback forms for different areas of your website; create special categories to direct your users towards what you really want to know about the most important areas of your site. Planning changes? Place Kampyle's feedback forms in strategic locations, and minimize risks by learning how your users react to the changes you want to introduce. With Kampyle, you'll be able to know how your users feel about

your site and why, in real time. Here is a great way to go about this: place a feedback form on your homepage, to serve as a more general feedback source, and other, specialized feedback forms in important areas such as shopping carts or payment pages. You will later be able to filter feedback results by feedback form instance, and identify your site's strengths and weaknesses by page, or area.
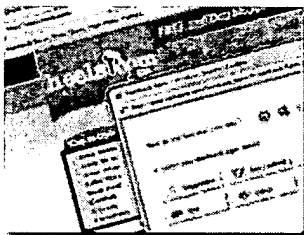
"Kampyle.com feedback application is a must have for any online business that cares about its customers. The feedback you learn is invaluable..."
Eric McCoy, Founder and CEO, of Heels.com
Tip 2: Let Your Users Know You've Acted
Kampyle isn't just about viewing your customers feedback, or acting on it: it's also about letting your users know that you listen. Over 60% of users submit their real e-mail in Kampyle's feedback form when asked. In addition Kampyle gives you the ability to get back to multiple customers with a simple click. Let your customers know that you have listened to them, and win them back by telling how you've acted on their needs. These users will be much more likely to pay you a visit the next time they shop online.
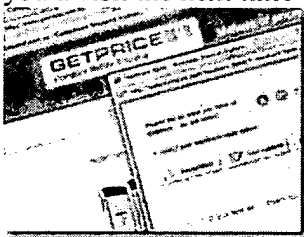
"The greatest experts are your users, and Kampyle provides you today with the best tool out there to gather data on what your users think about you, and what they would like you to do in order to improve your site..." Jared Oken, CIO, GetPrice.com.au (read case study)
Tip 3:Pay Attention to Compliments
The feedback received from your users will greatly assist you in improving your site and the services it provides. These improvement will not be ignored by potential customers in such a highly competitive market. But you will also get a lot of complimenting feedback telling you what your strengths are. Read it - it is just as important to know what needs to be changed, as to know what should remain the same. Knowing what your users love about your site will help you not to make costly mistakes.
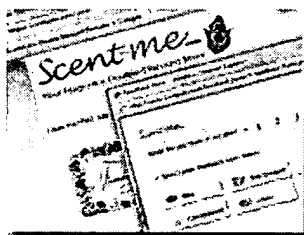
"Fantastic tool for businesses like our perfume store. I can't praise Kampyle enough!" Nick Fehlberg, ScentbyMe.com
Tip 4: Join Kampyle!
This last tip is directed at those of you still haven't joined us. There could be no better time than now to join Kampyle, giving yourself the necessary time to listen to your customers and react. Kampyle can help you to get your business to the level of readiness you need, when it matters most. See for yourself - Register on Kampyle today!

(If you have any questions on Kampyle, please write us at support@kampyle.com, and we will respond promptly.)

Happy Holidays from the Kampyle Team!

Kampyle for Software - New Product on Kampyle Feedback Analytics Platform

10.07.2008 | Posted in Feedback Analytics, Kampyle Features, Tips and Advice | Author: Kampyle | 1 Comment »

Kampyle is proud to announce the launch of a new application that is targets a new segment of customers: software providers. This innovative new product is one of a kind and was developed exclusively by Kampyle to allow software providers to receive, manage and analyze feedback received from their users on their product, when and where it is most needed: when the users uninstall the software, or when they decide to abort the installation process before completion. The result is an innovative and efficient way for the software provider to improve his software, win back those users and reduce the loss of others.
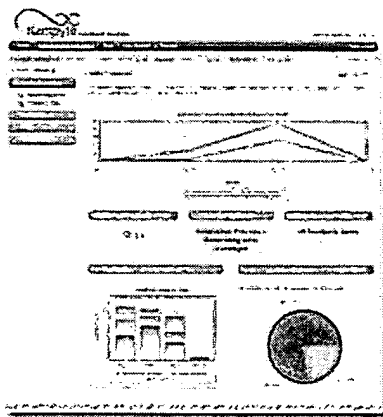
Kampyle's aim has always been to give users a voice, and service providers the ability to hear it, act upon it, improve their service, and keep their customers loyal and happy. With Kampyle's know-how in the field of Feedback Analytics, the Kampyle software application now also allows software providers to benefit from the world of Feedback Analytics, giving them the insights and information necessary to maintain a stable, satisfied customer base and helping them understand their users and their needs.

Asking the users to provide feedback at these critical points gives the software provider access to critical information about his users and his product, in order to answer simple questions that all software providers ask: "**Where, why, and how many** users abort the installation or uninstall my software?". The Software Installation Feedback Analytics application operates on the same formula as its predecessor, Website Feedback Analytics, and in which Kampyle firmly believes: allowing software providers to put the pieces of the puzzle together by combining the '**WHAT**' with the '**WHY**':

- **WHAT** are your users doing: how many uninstalls and installation cancellations have the users performed, as well as where in the installation process do they tend to abort
- **WHY** are they doing it – learn why your users do what they do, based on their own feedback.
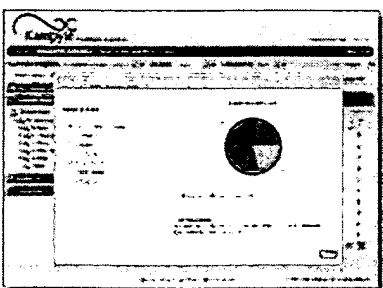
This application is a great way for the software provider to win back the trust and loyalty of those users, while understanding their specific needs and reduce the loss of

additional users. Kampyle can help the software provider realize, for example, that many of his users cancel the installation process in the 3rd step of the installation procedure, while at the same time reporting in the feedback form that this step of the installation generates errors. With this insight in hand, the software provider, can then drill down and see that all these users have the same Operating System. In such a case, fixing an OS support problem will result in less installation cancellations, while informing those users that reported the feedback that the problem has been fixed could regain the trust of lost customers.

Implementation

Implementing Software Installation Feedback Analytics for your software is quick and simple. It consists of adding a call to open a browser with a landing page's URL to your software's code. After implementation, software users that decide to uninstall the software, or choose to cancel the software's installation mid-process, will be taken to the landing page, where they will be asked to provide feedback on the software or its installation process. Users will also be able to provide their email if they wish to follow up on their feedback. As in previous Kampyle applications, the clients will be able to customize feedback forms as well as the landing page to meet their needs, brand, standards and goals.

This exciting new addition to Kampyle is a further step towards reinforcing Kampyle's position as the leading vendor of Feedback Analytics, and one of many additional steps to come. We are convinced that software providers of all kinds and sizes will greatly benefit from this great product.

To register to this new service, click here.

(If you have any questions on the Kampyle for Software application, or on any other subject, please write us at support@kampyle.com, and we will respond promptly.)

Improved Inbox Release

09.07.2008 | Posted in Feedback Analytics, Kampyle Features | Author: Kampyle | No Comments »

The Kampyle team is happy to announce the release of the new inbox, upgraded and improved based on the feedback that we've received from our clients.

The inbox has been carefully designed to be easier to use, more intuitive and time saving.

What's New?

New Inbox View:

In order to make the Inbox easier to read, manage and respond to large amounts of feedback we have changed the old design. You will find that there is only one view in the Inbox. When selecting a feedback item it will not open a new view at the bottom of the page as it used to be. From today it is much easier to view information regarding specific feedback items and selected items:

No more automatic grouping: the new inbox gives you the ability to find feedback items that are similar in parameters you care about! As explained in the sections below, you will find that with the new inbox, you can now actively search and find feedback items coming from the same user, the same URL, the same categories as well as other parameters.

One click Feedback: In the new inbox, feedback items are easy to access, in just one click. You can now view all the details of a feedback item or several selected items in one click. You can select your own view: choose Expand All or Collapse All to view the Inbox in the way that is most convenient for you.
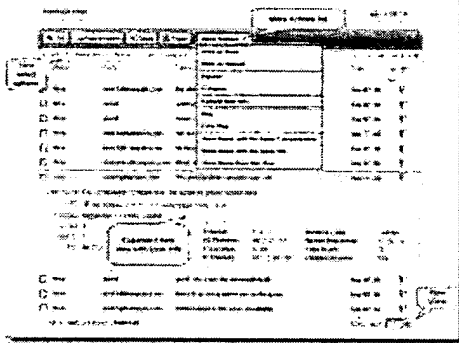
Adjustable row view: Management of large quantities of feedback requires a greater degree of control of the viewed data. We have added the possibility to control the number of feedback items displayed at once. Using the new option "Show rows", you can select between views of: 10, 25, 50 or 100 items in a page view.

Read / Unread marking: In the new inbox, users have full control of which feedback items are displayed as read or unread. This new addition has been requested to allow for a more efficient separation and identification of new and old feedback.
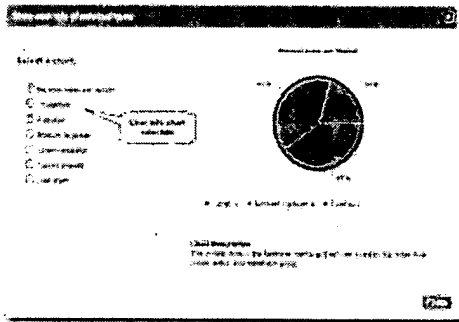
Comparative User Information: Though User Information has been available on Kampyle for a while, it can now be used comparatively: the new inbox allows you to view and compare the User Info for any number of feedback items you select, in one user-friendly view.

<u>New Functionalities:</u>

Flagging: The possibility of marking feedback items for the purpose of feedback prioritizing and management is now available. High priority feedback can now be marked using flags.

More Actions: with this new list of actions you are able to select any amount of feedback items and act on them by selecting one of the available options such as:

Expand – expands all the selected feedback items and allows you to view the feedback item's information in a quick and easy way.

Explore User Info – This new option allows you to select specific feedback items and compare their user information: browser name and version, IP location, Screen resolution and much more interesting info.

Show Items with same URL – allows you to find feedback items submitted on the same page of your site.

Show items from this user – View all the feedback items coming from selected users.

New Select Options: use the select options when seeking to get a quick view of specific feedback items. The select options include: All, None, Read, Unread, Flagged and Un-flagged.
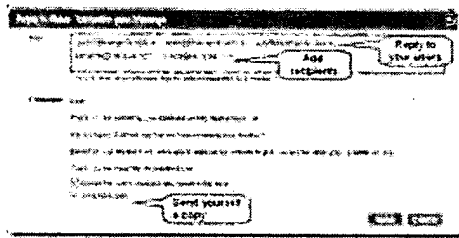
Reply to users: We have added the ability to view the users' email addresses and to add or delete email recipients when replying to feedback. Furthermore, you are now able to send yourself a copy of any email too.

Feedback search (Coming soon): A search bar will be added to the inbox, in order to allow our users to quickly find what they are looking for with free-text feedback search.

We are sure you will find the new inbox highly effective and helpful. As always, we would be very happy to receive your comments and suggestions about this latest development, so send us your feedback!

The entire Kampyle team would like to thank our users for all the valuable feedback that they have provided us over time. We intend to continue proving to them that we listen to their needs and suggestions.

To register on Kampyle, click here.

If you have any questions on the new inbox, or on any other subject, please write us at support@kampyle.com, and we will respond promptly.

Google Analytics Integration: Kampyle raises your Google Analytics to a new level

07.28.2008 | Posted in Feedback Analytics, Kampyle Features, Partnerships, Tips and Advice | Author: Kampyle | 6 Comments »

We are happy to announce the launch of our brand new innovative service: Google Analytics Integration.This new service integrates Kampyle's Feedback Analytics data and Google Analytics' Service into one view, allowing you, all our clients, to receive Kampyle's analyzed feedback data directly in Google Analytic's interface.
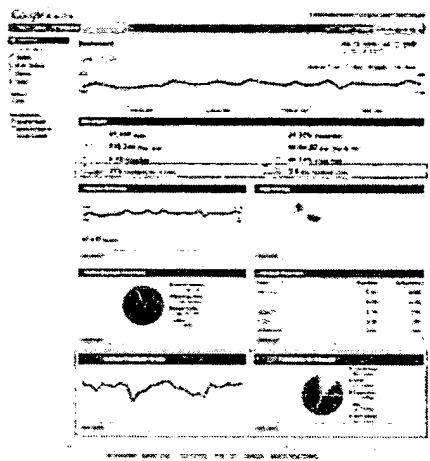
Kampyle's Google Analytics integration allows you to know WHAT your users do on your site, as well as WHY they do it. Combining these two different data sources into one view on Google Analytics allows for a holistic and powerful insight into the online customer experience, giving you a better understanding of your online customers and increasing customer satisfaction and revenues. You can now learn how many of your users abandoned your shopping cart, catalog or homepage, as well as understand WHY they did so. Stop guessing and start reading the feedback they gave at those points.

The Kampyle 'Google Analytics Integration' is an exceptional way of getting to know your users' needs on both the general view and for more targeted needs. By being able to monitor the number of feedbacks submitted, the user satisfaction grade and main issues reported on your site, all on your Google Analytics Dashboard, you are given a general overview of where you stand with your users. At the same time, you'll be able to view the number of feedbacks, the average grade, and the most reported feedback, at a more targeted level, for each page on your website. You can access additional information on that page by clicking on the Kampyle button that will redirect you to your account on Kampyle to view specific feedbacks per page. Kampyle 'Google Analytics Integration' feature is a great new way in which Kampyle allows you to increase your customers' satisfaction, site conversion rates and revenues.

TechCrunch

TechCrunch has just published an article about this exciting latest addition on Kampyle - Read the TechCrunch article here.

Implementation is simple and easy. All you have to do is go to the Partners Setting section in 'Administration' (in the left navigation menu). Once there, simply enable Google Analytics Integration by marking the indicated check-box. You are then required to download the necessary Firefox extension, and that's it! The Partners Settings page contains detailed instructions that will guide you through each and every stage, allowing you to implement the feature and have it up and running in no time!

If you already have a Kampyle account, enable Google Analytics integration by clicking here.

If you don't own a Kampyle account yet, click here to register!

Kampyle Tips and Tricks

06.24.2008 | Posted in Feedback Analytics, Feedback Form Features, Kampyle Features, Tips and Advice | Author: Kampyle | No Comments »

In several conversations we have held with Kampyle clients, we found that many of them, while certainly not doing anything wrong, aren't using our system as well as they can. So I thought we'd give our clients a few small tips on using Kampyle in the most effective way. Some of these tips may seem inconsequential, but trust me, they can go a long way to get your website more feedbacks from your users, and make each feedback more valuable to you.

Choosing the right button

"Location, Location, Location" as they say in the Real Estate business. Place your button in an area of your website that contains the small amounts of information, yet highly visible. For instance, if your site contains a major menu on the top left side (like Kampyle.com does), place your button in the inverse location: the bottom right side (like Kampyle.com does). You shouldn't make the feedback button the centerpiece of your website, but you should make it clear to your users that you are very interested in them clicking on that little button.

Button on every page

Installing the feedback button on your homepage just isn't enough. Make sure that the feedback button appears in every page in your website for which you are interested in receiving feedback. Don't expect your users to click 3 times "back" just to get to the page in which they remember they saw a feedback button.

Push mechanism

Sometimes waiting for feedback just isn't enough. Using the JS Push Mechanism allows you to ask your users to leave feedback just before they leave your site (and possibly giving you important insight as to why they are leaving...). The Push Mechanism also has the advantage of prompting your users to leave their general impressions of your site, as opposed to allowing them to point out specific issues. This will allow you to get a different and very useful type of feedback. For more information click here.

Customize

Customize your Feedback Form! Make it relevant specifically to your site, and even to the page it is in. Feedback Form Customization allows you to ask your users the right questions, the answers to which are important to you. Your users will be much more likely to provide useful feedback if the feedback categories and sub categories are well suited to your website. In addition, you can let your users participate in your website's development process: did you add a new feature to your site? Add a category on the subject to see how your users feel about it! Customizing your feedback form is not only easy and quick., but also a highly effective tool. For more information click here.

I hope you'll find these tips effective and useful. If you need any additional advice on using Kampyle, please write us to support@kampyle.com, and we'll be glad to help. You'll also find more useful tips and instructions in out Forum. See you there!

Kampyle is partnering up with Nuconomy

06.24.2008 | Posted in Feedback Analytics, Kampyle Features, Partnerships, Tips and Advice | Author: Kampyle | No Comments »

In the previous post we have told you about Kampyle's Web Analitics Data Integration feature, which consists of a mutually beneficial combination of Feedback Analytics data with web analytics data. As we have promised to update you on all our new partnerships, here it is: we are very happy to announce that we have recently joined forces with Nuconomy, a great web analytics company. Nuconomy, a leading web analytics vendor, enables its customers to measure user engagement on their sites, helping you understand your users' activities and their interaction with the various features of your site. This great combination between Kampyle's and Nuconomy's sets of data takes your site's customer service to a new level. For example- Nuconomy's tools allow website owners to clearly define their site's most important users based on certain simple parameters. By combining both our sets of data, when your site receives a feedback, Kampyle can now to notify you not only that you have received a feedback, but also that you have received a feedback from your most important user. This capability can be of invaluable benefit, since it allows you, the website owner, to identify the feedback, and give the required attention and priority to your most loyal clients. Such a level of customer service is surely a step in the right direction on the way to higher conversion rates and customer satisfaction. Using the feature is easy: you will first need to register with Nuconomy. Then, sign in to Kampyle and select Nuconomy in the appropriate check-box of the partner setting page on your Kampyle account .

We hope to see many of you enjoying Kampyle's new partnership with Nuconomy.

If you have any questions on the implementation of Nuconomy and Kampyle's data integration partnership or any other subject, please write us at support@kampyle.com, and we will respond promptly.

Complete The Feedback Loop: Exclusive Interview With Kampyle's CEO on VC Cafe

06.24.2008 | Posted in Feedback Analytics | Author: Kampyle | No Comments »

Eze Vidra from VC Cafe has recently published an interesting interview with Kampyle CEO and co-founder Ariel Finkelstein. The article is entitled "Complete the Feedback Loop: Exclusive interview with Kampyle's CEO". The interview contains many interesting details about Kampyle's past, present and Future. Here's an excerpt:

"Why are users leaving your site? Why are they leaving full shopping carts and going else where? Is there something wrong with your fonts and Firefox 3 beta 5? Those are questions that many site owners ask themselves daily. Until recently, there were not too many tools available to extract that kind of insight, but Israel-based Kampyle is changing that. A couple of months ago, Kampyle introduced a free, customizable feedback platform for site owners. VC Cafe tries the product and takes a deeper look in a long distance talk with Ariel Finkelstein, Kampyle's CEO." (Click here to read the full article).

WHAT users do and WHY - Integration with Web Analytics

06.24.2008 | Posted in Feedback Analytics, Kampyle Features, Partnerships | Author: Kampyle | No Comments »
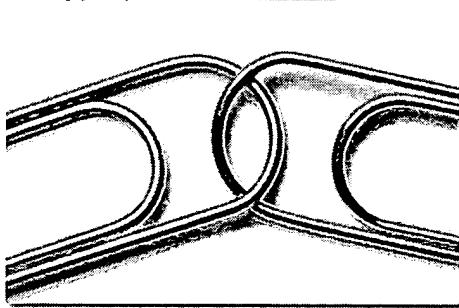
Kampyle always strives to bring its customers the most powerful and innovative services. We are currently working on combining our Feedback Analytics data with web analytics data. This unique combination will enable our customers to benefit from the best of both worlds: the user-subjective data coming from the on-line feedback reported by actual website users, as well as the user-objective data coming from Web analytics.

Web analytics tools tell you where your users came from and what they did on your site (e.g.: many shopping carts mid-transaction abandonments,). Kampyle, the Feedback analytics platform, tells you what users say when they do it (why they abandoned). We intend to bring our customers a White Labeled solution: You tell us which web analytics service you are working with, and we will combine the data. Kampyle's vision is to be able to provide its customers with full Web Analytics Integration with the web's most important Web Analytics vendors, and we have already started to work with several web analytics companies.

Adding Web Analytics Integration to your Kampyle account is easy. You are simply required to select your Web Analytics vendor from a list. You can do this very simply in the Kampyle Management Application: go to the Partners Setting section in the Administration tab and select the vendor you work with. In the coming posts and newsletters we will make sure to update you on the latest Web Analytics Integration developments, and inform you of each web analytics partner that joins our service.

If you have any questions on Web Analytics Data Integration on Kampyle, or on any other subject, please write us at support@kampyle.com, and we will respond promptly.

Know Your users - User Integration

06.24.2008 | Posted in Feedback Analytics, Kampyle Features, Tips and Advice | Author: Kampyle | No Comments »
Tags: integration, UI, User integration

A new and important feature has been added to Kampyle lately. This feature will allow website owners to get the most out of their feedbacks, while giving more to their users: "Closing the Feedback Loop".

We have recently received recurring feedback from several clients, outlining what really matters to many website owners: getting feedback from their most important customers, as well as being able to get back to them. For a website owner, the ability to receive feedback is crucial, but knowing who the feedback is from and being able to respond to it is equally so. There is a great deal of difference between different types of customers. In the same way, there can be great differences in the meaning and repercussions of their Feedback. That is why the ability to know more about the users who submitted feedbacks would be a great analytics tool, and that is what User Integration is!
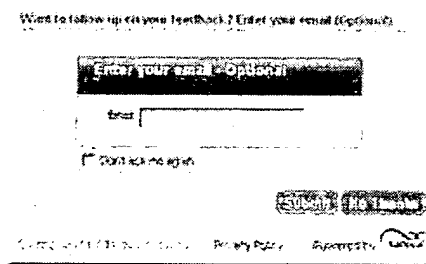
Kampyle has several ways of responding to that need. The first way is to ask each user that submits a feedback to leave his e-mail before submitting his feedback. Sending the e-mail address, is, of course optional. If a user decides not to submit his e-mail address, his feedback will be registered as a "Guest" feedback. If he decides to submit, his e-mail will be available to the website owner.

With User Integration, users that are logged in to your website are automatically recognized by Kampyle. In this way, when your users provide feedback while logged in to your website, Kampyle can let you know that feedback was submitted by one of your own users. You will then not only be able to give the feedback the required attention, but you will also be able to contact your client, informing him of the status of his feedback: that's "Closing the Feedback Loop"!
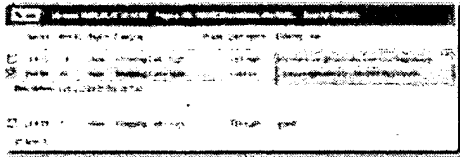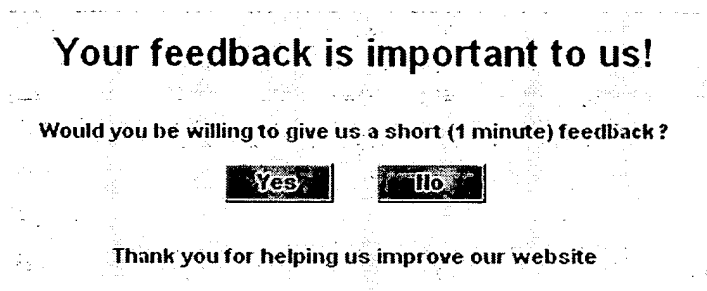
Obviously, Kampyle lets you choose exactly which information you would like to share, so as not to violate your users' privacy. You configure what information is sent and how! Implementation of User Integration is simple, quick and easy: no more than a few minutes of work. So if you are interested in knowing what your most important and loyal users think of your website, visit our forum and get all the information you need. If you require any assistance to set up the User Integration feature, or on any other subject, contact us at support@kampyle.com.

Actively ask for feedback - "Push" Mechanism

The Kampyle team has been putting a lot of focus on improving the quality of the feedbacks that website owners receive from their users. We have now decided to focus on another angle which has important repercussions for you, the website owner: quantity. As with many other things in life, in the case of quality user feedback – more is better. The Kampyle Feedback button gets the job done as far as allowing users to submit their feedback at any given point in your website, when they have a specific feedback. But not all users will encounter a situation that compels them to click the button and submit feedback. So how can you get your users to submit more feedback, letting you improve your site to suite their needs? Simply ask them for it! We've created a feature that allows you to prompt a certain percentage of your users to leave a feedback before they leave your site: a kind of "push mechanism".

Your feedback is important to us!

Would you be willing to give us a short (1 minute) feedback?

Yes   No

Thank you for helping us improve our website

As usual in Kampyle, you decide how, when and where. All you have to do is create a feedback form instance in the Customization Wizard, and in the last page, choose how often you would like the system to ask the users to leave feedback before they leave the page. We have found that many of our clients chose to implement the Push Mechanism with different percentages, depending on the page: higher percentages in critical areas such as shopping carts and download pages, and lower percentages for pages of lesser priority.

After choosing the required percentage, a section of Javascript code will appear: paste the code section into you website's code as instructed in the wizard, and that's it!

Obviously, we're not out to annoy your users…only the chosen percentage of them will be asked to submit a feedback, and the ones that are asked are only asked once.

Using Kampyle's push mechanism is a great way to receive more feedbacks. Its effectiveness is proven: Kampyle clients that use the push mechanism receive substantially larger amounts of feedback.

So what are you waiting for? Get the push mechanism for your website now!

BOOKMARK

Listen to your users in 60 languages - Feedback Form Translation

06.24.2008 | Posted in Feedback Analytics, Feedback Form Features, Kampyle Features, Tips and Advice | Author: Kampyle | No Comments »
Tags: multilingual, translation

In today's world, Internet sites of all kinds must, increasingly, be able to provide services for clients from all corners of the world. Implementing this insight ourselves, Kampyle can now offer its clients the ability to do the same. If your site's content is in one language, why should your Feedback Form be in another? You can now translate any given Feedback Form Instance to over 60 languages. Kampyle will remember your translation, thereby assisting you in the creation and translation of future Feedback Form instances. Is your website multi-lingual? Use the Feedback Form Translation feature to make sure that your users can access a feedback form in each page of your site, in the specific page's language!
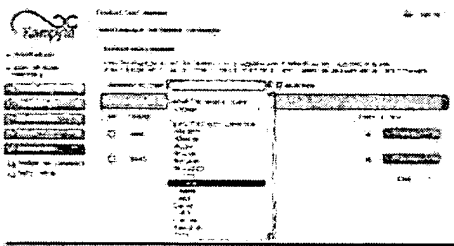
The Translation feature was designed so that translated categories can still be identified by Kampyle as the original-language categories, allowing you to view them in the Feedback Inbox in a single language of your choosing: in effect, the original and the translated feedback forms are the same instance.

More than just receive feedbacks, Kampyle gives you the ability to manage them. An important tool in that aspect is the Instance Filter, which allows you to filter your feedback results by feedback form instance.
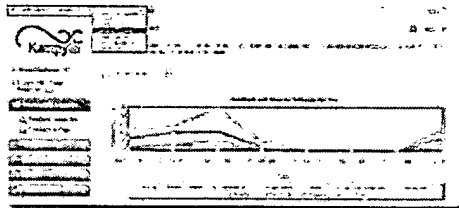
Some of our clients who employ multi-lingual support centers have created a feedback form instance for each language, then use the Instance Filter to allow each support team to only view feedbacks in their relevant language. You can also use the Feedback by Page section to view feedbacks sorted by the pages of your website in which they were submitted. Kampyle is all about giving your users the opportunity to voice their opinion, and giving you, the website owner, a powerful tool to hear it as well as respond to it: "Closing the feedback loop". The new Feedback Form Customization and Translation Features help us in achieving just that, and I am sure that all our clients can greatly benefit from them.

Translate your Feedback Form by logging in to Kampyle, then proceed to the Management Application > Administration > Feedback Form Customization, and press the link 'Translate' next to the relevant Feedback Form instance.

Customize Your Feedback Form!

06.22.2008 | Posted in Feedback Analytics, Feedback Form Features, Kampyle Features, Tips and Advice | Author: Kampyle | 2 Comments »
Tags: , customization, customize

Hello there Kampyle users,

It's been quite hectic here at Kampyle lately, and many things have changed. A lot of website owners have been joining us, and are now using Kampyle on a daily basis. Meanwhile, we have been working very hard to incorporate new and exciting features on Kampyle, as well as to 'fine tune' some existing functionalities.

Unfortunately, as a result we haven't had time to update the blog on a regular basis for a while, but that is about to change. We thought we would restart our blog with a series of posts on Kampyle's newest features, keeping you, our users, up to date on the latest changes and additions. We will publish a new post every few days, each time on another Kampyle functionality. We will start with the present post on Feedback Form Customization, followed by posts on Feedback Form Translation, User Integration and Push Mechanism. We hope that you will enjoy and benefit from them.

Feedback Form Customization

One of the most important features we have added lately is the Feedback Form Customization option, which allows our users to create a feedback form that is 'tailored' to their specific needs. The Customization option is one of the things that make Kampyle stand out as a feedback Analytics Platform among other services available on the net. Surveys and polls services can go a long way, but Kampyle is about more than just information; it's about comunication with your clients. Now, with the Customization feature, you can get the most relevant feedbacks from your clients, view and manage them in the way that suits you best, and notify your customers of the actions taken.

While working with our users, we have come to understand that since every website naturally targets a specific audience, it would only make sense that every website owner should want feedback on specific topics and areas of his site. It is this realization that drove us to develop a tool that allows them to do just that! As a Kampyle user, you can now create a feedback form that looks and feels just the way you need it to: choose the colors, choose the icons, choose the feedback button that matches your users, your site, and your web page .

More importantly, the customization feature allows you to create feedback categories and sub-categories that correspond exactly to your web site's user's needs. Tailoring the Feedback Form to your specific needs is an important step towards receiving better, high quality feedbacks as well as managing them with greater efficiency .

We've already received some great feedback from our users. Several e-commerce websites have told us that the Customization feature is a great way to pinpoint and solve problems reported by users, on the spot and where it counts. Some of them created

separate feedback forms for the homepage, the product catalogue pages, and the shopping cart page. This opens the possibility to create fitting categories that address issues regarding each section specifically, enducing the users to submit their reactions. In this way, they were able to look for, and find some answers to their site's most painful questions: "why do users leave shopping carts mid-purchase?", and "what makes users decide to stop the registration process?" are some prominent examples.
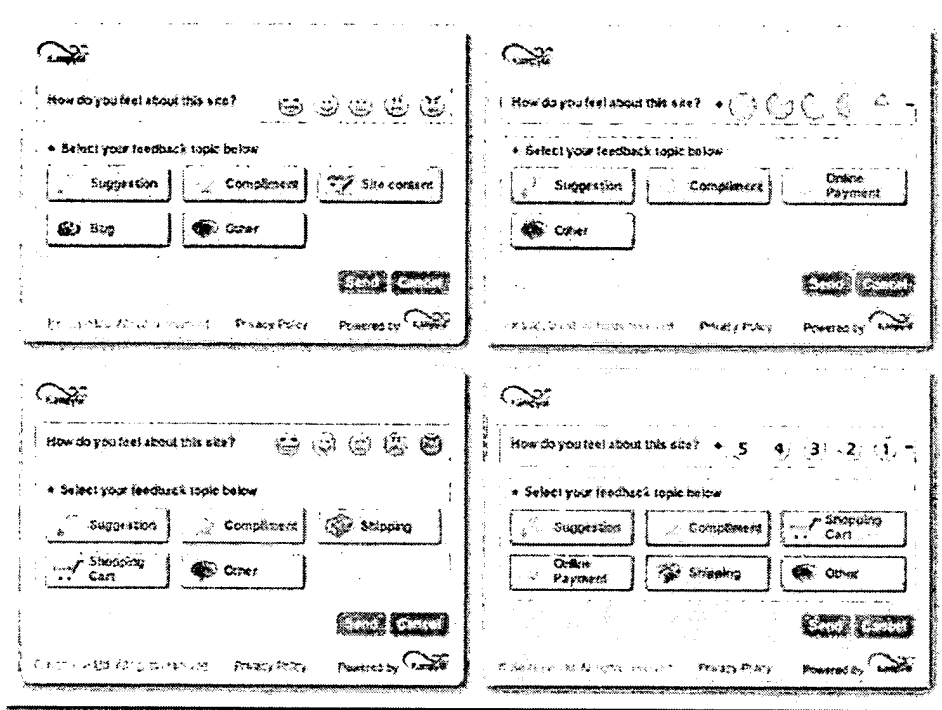
The Feedback Form Customization feature has a real impact on the feedback you get. Many of our users have told us how much they are benefiting from the possibility of ceating a specific feedback form for every section of their site. . All in all, Feedback Form Customization is a tool that will help you raise customer satisfaction and get higher conversion rates. We hope that many more will make good use of these new possibilities.

Check out the feedback form Customization feature in the Administration menu, and create the feedback forms that you need.

If you haven't joined Kampyle yet, what are you waiting for? Click here, It's free!

Enjoy this important addition to our site , and send us your feedback!

Welcome to the Kampyle Blog!

05.15.2008 | Posted in Feedback Analytics | Author: Kampyle | No Comments »

Welcome to our Blog. We are really excited about our new service going out 'into the world'. During the past few months the Kampyle team has been working day and night in order to develop the most sophisticated Feedback Analytics Platform there is on the web - We hope you join and find that you agree with this statement. We know that there is still a long road ahead of us but we believe that the Kampyle Feedback Analytics Platform is ready for the challenge and full of great surprises that justifies our claim.
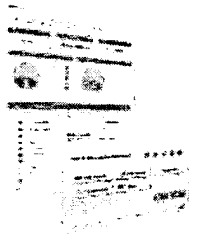
We have started our Closed Beta Launch with a great post about Kampyle on TechCrunch- thanks Roi. Many new companies are already using Kampyle and we hope that all are happy with the service.

If you have not already done so, we invite you to register on Kampyle to start you way in the Feedback Analytics new world. There is no cost, and it takes only a minute to join. Register Today.

Here on the Blog we will publish updates about Kampyle, new features and many more interesting stuff - stay tuned! We hope you will all enjoy using Kampyle and would love to hear your feedback.

Ariel

KAMPYLE INTEGRATES WITH GOOGLE ANALYTICS TO ANSWER WHY YOUR WEBSITE VISITORS DO WHAT THEY DO

With web analytics solutions answering the 'Who', 'What', 'Where' and 'When' questions of website users' behavior, Kampyle provides actionable feedback in real-time that answers the 'Why' question

Ramat Gan, Israel , June 30, 2009 – How effective is knowing that a user from California referred from Bing abandoned their shopping cart with $283 of merchandise after visiting 12 web pages over 6 minutes if you have no clue why?

According to John Lovett, Senior Analyst covering web analytics at Forrester Research, "the problem [with web analytics] was that the complexity and inability to take action on the data largely inhibited success."

The Kampyle – Google Web Analytics integration, which we are announcing today, solves the challenges associated with web analytics while providing the only website feedback solution fully integrated with Google Analytics API.

Kampyle, the pioneer of online feedback analytics, enables websites to collect, analyze, manage, act on and respond to user feedback in real-time through the company's feedback forms. Kampyle is a Software as a Service (SaaS) solution which can be implemented onto any website in minutes and enables gathering and analyzing actionable, feedback from users. To close the feedback loop, Kampyle includes the option to respond directly to a user's feedback.

The Kampyle – Google Analytics Integration enables website owners to add business critical information alongside their website analytics: users' feedback. Now, website owners can not only measure website activity, as presented through Google Analytics, but they can also see what the users are saying about these website activities in real-time. Kampyle facilitates tracking the number of feedbacks submitted and the grade showing user satisfaction for every web page, product, service or activity, all in the Kampyle interface.

"Merging the qualitative data of products such as Kampyle with the quantitative richness of Google Analytics is a powerful combination that is just waiting to be exploited," said Brian Clifton, internationally recognized web analytics expert and author of the book 'Advanced Web Metrics with Google Analytics'.

Kampyle customers are able to get a better understanding of their user's behavior, improve usability, customer satisfaction and close more sales immediately via feedback and alerts. For example, when HostelBookers.com relaunched their website, Kampyle integrated with Google Analytics "enabled us to immediately resolve issues based on instant customer feedback," said Kerry Harding, User Experience Manager at HostelBookers.com (www.hostelbookers.com). "Kampyle helps us to ensure that we meet our customers' needs, keep our priorities focused, our conversion rates high and our users happy and satisfied!"

To see the Kampyle – Google Analytics integration for yourself, please click here.

What is Feedback Analytics?

Feedback analytics is the collection, analysis, management and response to feedback from users of any interactive product or service. By bringing the customer's voice to the table as immediately actionable business metrics, feedback analytics enables improving revenue, conversions, usage and user experience. The full value of feedback analytics to any business can be derived from integration with almost any business application, including web analytics, CRM, bug tracking, project management and many more.

"We're excited to integrate our Feedback analytics solution with Google Analytics, the most utilized website analytics offering in the world," said Kampyle CEO and co-founder Ariel Finkelstein. "Beyond this partnership, Kampyle will be announcing integrations with other leading Web Analytics offerings, as well as other business analysis solutions because only feedback analytics can bring the customer's voice to the table as immediately actionable business metrics."

About Kampyle

Kampyle is the pioneer of online feedback analytics, the real-time solution for collecting, analyzing, managing, acting on and responding to user feedback. The company's flagship product, Kampyle for Websites, is a feedback form integrated into any website in minutes, which enables gathering actionable, website, product, service, page or activity-specific feedback in real-time. Kampyle then facilitates feedback analysis through the company's interface, bringing the customer's voice to the table as immediately actionable business metrics. With many business analysis solutions answering the 'Who', 'What', 'Where', and 'When', only Kampyle answers the 'Why' question, resulting in improvement in revenue, conversions, usage and user experience that directly impact our clients' bottom line. For more information about Kampyle, please visit: www.kampyle.com.

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FOR IMMEDIATE RELEASE

Customer satisfaction is up 17% for Kampyle's Website Feedback Analytics customers in its first year.

Ramat-Gan, Israel, March 30th, 2009, Kampyle, the web's leading Feedback Analytics vendor, today marks the first anniversary since the launch of its flagship product, Website Feedback Analytics Service. With last year's launch of Website Feedback Analytics, Kampyle had pioneered the brand new and promising field of Feedback Analytics, putting online users' feedback in the spotlight. Only one year after the launch, thousands of websites are using feedback analytics as a way to improve customer satisfaction, and increase conversion and ROI. And these aren't just slogans – Kampyle feedback reports show that overall user satisfaction from websites using Kampyle has increased by 17% during the last year.

Growing at an impressive monthly rate of 30%, to date, Kampyle has served over 5 million feedback forms, and managed to collect and analyze feedback submitted by users in 191 countries. Website owners from over 100 countries are using Kampyle's feedback form in 18 languages. Kampyle's more than 10,000 customers have used this user generated feedback data to improve their websites. These improvements are reflected in the feedback received, as a dramatic decrease in reported bugs (over 27%) and a sharp increase in positive feedback (30%) is noticed.

But the numbers only tell part of the story. Initially Kampyle faced the necessity to educate the industry about the importance and benefits of Feedback Analytics. The premise was clear: if you want to know why your users are leaving your site, why they are not finalizing purchases, why they are leaving shopping carts - simply ask them. Perhaps Kampyle's greatest success was conveying this message to online businesses all over the web: "(We)...have been seeing some amazing results! Receiving instant customer feedback regarding specific areas of our site is priceless and has vastly increased our customer satisfaction" is what the folks at Biotivia.com had to say: "This product alone has allowed us to roll out a new version of our online store in record time and iron out any bugs easily and quickly! If you are a business owner, you NEED this service."

Although its clients already regard Kampyle as a "must-have" service, Kampyle says the new features will include feedback analytics services and functionalities that online businesses will come to regard as a cornerstone of communication with clients. "Kampyle is offering website owners a service that helps them make the most out of their website" says Ariel Finkelstein, founder and CEO at Kampyle: "Everything we've learned over the past year has served us to create a service that improves customer satisfaction, conversion rates and ROI in websites of all sizes. We're thrilled that our customers are seeing the results they expect, and happily, so are we".

About Kampyle:
Kampyle is a leading vendor of Feedback Analytics. Kampyle's services are designed to assist companies to measure and manage customer experience. Its cutting edge technology delivers Kampyle's customers a high quality Feedback Analytics Platform allowing them to easily collect, analyze and manage users' feedback and respond to their users feedback.

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Kampyle Feedback Analytics

Get your online retail business ready for the holidays with Kampyle Feedback Analytics

Heels.com, FloraQueen.com and many other Kampyle e-commerce customers, now use Feedback Analytics to get their website ready for the approaching winter holidays. Is your website ready? Kampyle helps you to find and correct your weaknesses, then win back your customers - just in time for the holiday season

Ramat-Gan, Israel, November 17, 2008 - With the holiday season in site, e-commerce retailers are beginning to prepare for the most important sales period of the year. These are times when more than ever, every sale counts and every customer matters. Constantly improving and listening to one's customers are key to maintain a loyal customer base, and to increase sales. Kampyle, the leading Feedback Analytics vendor helps e-commerce retailers achieve these goals, offering "Kampyle for Websites" - a brand new approach to holiday readiness. A solution based on user generated feedback, Kampyle is a fast and efficient way for retailers to get ready for winter holidays.

"Why are users leaving shopping carts?", "What can I do to increase conversion rates, as well as customer satisfaction and loyalty?". These questions are now of special interest to internet retailers, who understand the importance of being fully prepared for the holiday season. In the world of online retail, there is no such thing as "ready enough" for this time of the year: product search, product placement, and usability - these are issues with constant room for improvement that translates to revenue. Having no direct contact with the customer makes it difficult to find ones' most pressing weaknesses. Kampyle offers a solution for retailers who are looking to get their business prepared to operate at full capacity in time for the all important winter holiday season.

Kampyle helps online businesses collect and manage feedback from their users, in a way that allows them to learn their user's needs, improve their service, and increase customer satisfaction and loyalty, even in cases of large amounts of data. A unique combination of a Voice of Customer application's high level view, along with CRM capabilities that help to correct and improve one's service and get back to customers, Kampyle's service has gained considerable ground in the field of Feedback Analytics, and is now serving over 4,500 customers.
"Kampyle.com feedback application is a must have for any online business that cares about its

customers. The feedback you learn is invaluable in your quest to create the best user experience" says Eric McCoy, Founder and CEO of Heels.com, and one of Kampyle's many satisfied customers.

Kampyle's impact is usually felt immediately. Website owners, who want to experience a substantial improvement in the shortest possible time, find it highly useful, as did Alex Dantart of FloraQueen.com:"The users should always have the final word! And we need to listen to their opinions and suggestions. Even though we have a customer service system for our clients, Kampyle provided an easy way for our clients to give feedback on the launch of our new web site, and express their needs quickly". A fully hosted solution, Kampyle can be implemented in minutes. Copying a short code to the website will have Kampyle up and running, so there are no implementation costs, and no need for technical skills.

"Kampyle's ability to quickly help improve websites while increasing customer loyalty and satisfaction at the same time is what makes it the perfect holiday readiness tool." says Kampyle VP Business Development and Co-Founder, Eran Savir. "Kampyle is an easy 'plug and play' service that can be up and running on any e-commerce site within minutes. Our customers gain instant access to their user's thoughts, improve, and then win them back. They feel the results within days."

Find out more about the Kampyle Online Feedback Analytics Platform on the company's website www.kampyle.com

About Kampyle:
Kampyle is a leading vendor of Feedback Analytics. Kampyle's services are designed to assist companies to measure and manage customer experience. Its cutting edge technology delivers Kampyle's customers a high quality Feedback Analytics Platform allowing them to easily collect, analyze and manage users feedback and respond to their users feedback.

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Kampyle Feedback Analytics

Get instant access to your online users' thoughts - Kampyle is now available to everyone

Kampyle announces the end of its Closed Beta Phase and reveals interesting insights: out of the online customers submitting feedback, 73% will provide a detailed feedback, 56% would like to hear back from the website owner and are willing to submit their real email address!

Ramat-Gan, Israel, July 08 2008 - Kampyle, the pioneering vendor in the field of Feedback Analytics, has announced today the end of its Closed Beta Phase. In mid March this year Kampyle launched their Closed Beta, delivering a powerful Software as a Service (SaaS) platform to measure and manage website users' feedback on services, products and customer experience. Over 1000 new clients joined the Kampyle Feedback Analytics Service during its Closed Beta phase and many new exciting features were added to the Service. The Kampyle Feedback Analytics Service is now available to everyone on the company's website: www.kampyle.com

In today's belt-tightening times for the industry, one cannot disregard his online customers. More and more companies are turning to user-generated feedback as a way of increasing their customers' satisfaction and loyalty levels, as well as their sites' conversion rates. By using Kampyle, website owners are showing that they realize that 'hearing' your customers is not the same as 'listening' to them, and that their site's users are sensitive to this distinction. Kampyle CEO Ariel Finkelstein: *"All sites, of all sizes and shapes, no matter what the profile of its users is, benefit from Kampyle. Our Closed Beta Phase has shown us that 73% of the users that submit feedback - submit detailed feedback, and that users expect to hear back from website owners regarding their feedback. Furthermore, we have found that with Kampyle, website owners respond better to feedback, and that feedback follow-ups have a huge impact on customer loyalty and satisfaction: it really works and our client's reactions prove it"*.

Results have been swift for many of Kampyle's clients: *"Kampyle is a simplified efficient feedback process that works. With the easy "plug and play" system, we gained instant access to our users thoughts, allowing better response time and accuracy. Through Kampyle we have a real dialogue with our audience"* says Shawn Stein from Aniboom. With the ending of Kampyle's Closed Beta, Ariel Finkelstein welcomes this change in the perception of user generated feedback: *"I think website owners are now beginning to understand the importance of closing the*

feedback loop, that is, encouraging your users to submit feedback, reviewing it, then replying to it with a status update. Kampyle's job is to make this easy".

Kampyle offers its clients the following main features:

Simple Integration: Adding the Kampyle Feedback Form to a website is as simple as adding a link. There are no implementation costs. You can have the Kampyle service working on your site in 10 minutes.

Customization: Website Owners can create a Feedback Form that matches the "Look and Feel" of their site: choose the colors, the logo, the categories and sub-categories, and make the Feedback Form their own.

Translation to over 60 languages: If your site's content is in one language, why should your Feedback Form be in another? Website owners can now translate any given Feedback Form Instance to over 60 languages.

Actively asking for feedback from online users: If a user is abandoning the shopping cart, why not ask him why is he leaving? This feature allows website owners to prompt a certain percentage of their users to submit a feedback before they leave the webpage.

Feedback Management: Kampyle's Feedback Management system allows website owners to view feedbacks in a simple and easy to use interface, grouping similar items together, and thus saving you valuable time and effort.

Find out more about the Kampyle Online Feedback Analytics Management Platform at the company's website www.kampyle.com

About Kampyle:
Kampyle is a leading vendor of Feedback Analytics Management Services. Kampyle's services are designed to assist companies to measure and manage customer experience. Its cutting edge technology delivers Kampyle's customers a high quality Feedback Analytics Management Platform allowing them to easily collect, analyze and mange users feedback and respond to their users feedback.

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The Next Generation of Online Feedback Analytics Now Available for All Websites!

Ramat-Gan, Israel, March 11, 2008 – Kampyle, a leading vendor of Online Feedback Analytics, is announcing the launch of its Feedback Analytics Platform, delivering a powerful Software as a Service (SaaS) platform to measure and manage website users' feedback on services, products and customer experience. Kampyle is currently operating in a Closed Beta mode, to request an invitation website owners are required to register at the company's website: http://www.kampyle.com/owner_public/?page=owner_registration

With this launch Kampyle is delivering the Next Generation of Online Feedback Analytics to website owners. Kampyle's innovative technology enables website owners to collect, analyze and manage their website user's feedback. Kampyle's solution is delivered as SaaS, enabling website owner to manage and measure the customer web experience on their website.

"All website owners face the same issue: How can I know what my website users really think about my site, products, services etc.? And why are they behaving the way they do on my site?" said Ariel Finkelstein, CEO and Co-Founder "you can find many Feedback Forms on websites today. Either they are emails or a different page on the site with many annoying mandatory fields. The main issues Website Owners face are only raised when they start receiving the feedback. Then they discover that the most important thing is to have a powerful management system that will analyze the volume of data, allow them to manage the feedback and get back to their users in a quick and simple way. Kampyle is offering today this service to all website owners and opens up a new window to better web customer experience measurement, management and service."

Simple Integration: Adding the Kampyle Feedback Form to a website is as simple as adding a link. There are no implementation costs!
The easy integration is enabled due to the application residing outside of Kampyle's customer's website IT infrastructure.

Customization (coming soon): This great new addition to the Kampyle Feedback Form will allow Kampyle's customers to change the "look and feel" of the feedback form to match their website needs and design. Furthermore, the customization will include the ability to modify the Feedback Forms: Color, Questions, Categories, Sub Categories, Languages and many more additions to the form. The highlight of the Kampyle Feedback Form Customization is its flexibility, allowing the creation and management of different feedback forms for each page of Kampyle's customer's websites!

Making Customer Feedback manageable and actionable
The Kampyle's sophisticated analytic engine is focused on reducing human work. Similar feedbacks are grouped into one group allowing the management of the same feedback submitted from different users in one view. With the Feedback Analytics Dashboard Kampyle's customers view the high level of their website customer experience. The Feedback Analytics Dashboard prioritizes the feedback issues and proposes possible causes to allow quick and smart decision making.

Listen and respond to your online customers
Kampyle believes that end users are expecting not only to be heard but also responded to. Kampyle enables website owners to get customer loyalty by responding to their feedback. By using Kampyle website owners can quickly respond to a group of users who gave the same feedback on an issue in one click.

Find out more about the Kampyle Online Feedback Analytics Management Platform at the company's website www.kampyle.com

About Kampyle
Kampyle is a leading vendor of Feedback Analytics Management Services. Kampyle's services are designed to assist companies to measure and manage customer experience.
Its leading edge technology delivers Kampyle's customers a high quality Feedback Analytics Management Platform allowing them to easily collect, analyze and mange users feedback and respond to their users feedback.

Contact Information

Kampyle Ltd.
Ariel Finkelstein, CEO
press@kampyle.com
www.kampyle.com

Kampyle Closes The Feedback Loop

March 19, 2008
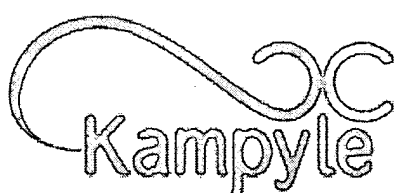
One of the key ingredients to success on the Web is rapid iteration, and to do so, eliciting user feedback is a must. As we know, TechCrunch is a breeding ground for avid beta testers keen to provide input and suggestions. Yet, more often than not, when we do offer feedback to a site all we receive in return is an auto-reply, thank-you email. When was the last time you submitted feedback to a site that was then followed up with an actual acknowledgment that the bug was fixed or the feature integrated? My guess, not very often.

Kampyle—yet another Yossi Vardi startup from Israel—has developed a feedback management platform aimed at assisting site owners better manage this feedback loop and, along the way, increase customer loyalty and satisfaction. The underlying premise here being that users expect not only to be heard, but also responded to. This is especially true when providing feedback on services, products or customer experiences. Sites that manage their feedback right end up with deeper customer engagement, lower shopping cart abandonment, and better usability.

There are four moving parts in Kampyle's feedback analysis platform:

1. Collection: A feedback collection form (see screenshot on right) is launched through buttons scattered across a site. Kampyle will roll out advanced customization options throughout the coming weeks.

2. Analysis: Kampyle provides user feedback along with contextual data such as screen resolution, browser type, operating system, etc. Slicing and grouping functionality delivers a greater understanding of why an issue occurred, which ultimately translates into what to do about it.

3. Management: Data and suggested corrective actions are arranged in intuitive dashboards. Data is exportable to XML & Excel. Nothing much to write home about here.

1

4. Action: CRM-like functionality completes the feedback loop by allowing site owners to inform groups and individual users of the corrective action they have taken. The notification even includes a link to where the fix was made and offers a thumbs-up/down rating to further express satisfaction.

All-in-all a wide variety of companies can benefit from a service such as Kampyle's, which is bridging the gap between CRM and site-side analytics. Extending the CRM functionality to piggyback on full-blown CRM platforms such as SalesForce, SugarCRM, and even Zoho would go a long way in popularizing the service.

Kamplye is still in closed beta so pricing is yet to be established, but once the service is commercially available 250 TechCrunch readers will get their first month free. Sign-up here to get on the list.
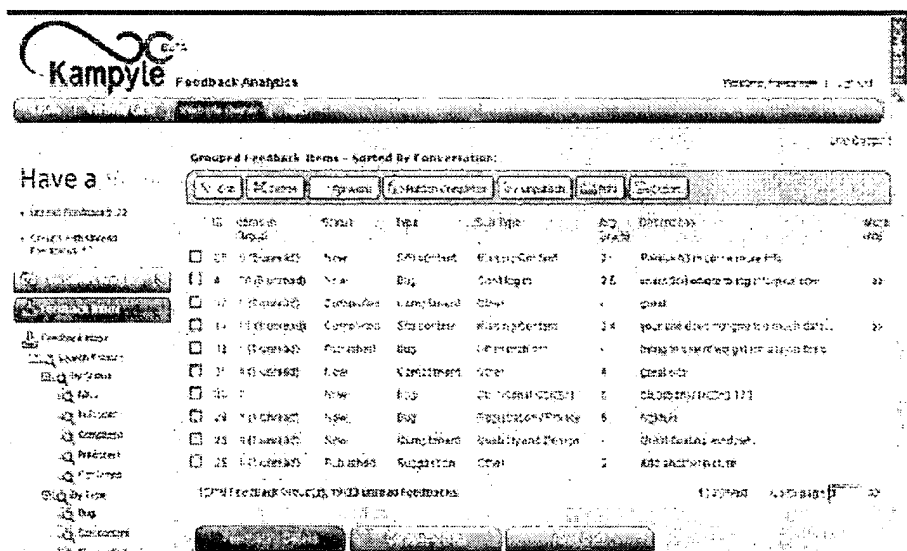
CrunchBase Information
Kampyle
Information provided by CrunchBase

2

Case Study – P1000.co.il
"Thanks to Kampyle all problems of an immediate nature were detected, solved and there has been a clear, localized increase in conversion rates"

P1000
נוף הקניות הגדול בישראל

- Industry: e-commerce
- Using Kampyle for: 4 months
- # of Monthly Page Views: 10M
- 6000 Products
- For more information:
  www.p1000.co.il

About the company
P1000 is one of Israel's leading shopping sites, with over 9 years experience in the market. It offers over 6000 products, out of 182 categories. The site conducts sales through auctions, group sales, as well as by "reserved price". Nowadays, the company runs 2 sites: p1000.co.il and Ynet-shops.co.il. It enjoys around 9.5 million views a month, generated by over 50,000 visitors a day. P1000's parent company is Smile, dually traded (Nasdaq and Tel- Aviv) as IGLD.

Many purchase cancellation requests. Website navigation problems causing users not to find what they were looking for

The Problem
P1000's conversion is higher than the market average, and stable. But in a business in which there is no direct, personal contact with your client, how will you know what you are doing right and what you are doing wrong? How can you learn how to perform better? There are tools that serve to monitor the transactions on the website, but no way to understand WHY users behave the way they do. At the same time, there were clear signs that there was room for improvement: some users were requesting to cancel their purchases, while others supplied bids that were clearly higher than necessary.

Management focus on Feedback collected by Kampyle in the first few weeks. Then changing the usage to routine customer service mode

The Solution
In the first weeks after implementing Kampyle, P1000 reviewed thousands of feedback items, with management focus, to better understand the problems. After this period, the main problems were identified and all problems of an immediate nature were solved. Work with Kampyle was then modified to routine-mode or customer service. The website manager now goes over all feedback items, responds (and reacts) to them. The manager then issues a report with the appropriate action items sent to the relevant people within the company.

Immediate changes were made on the website. Other problems have been identified and added to the development plan

Benefits and Results
Using Kampyle, P1000 discovered that there was some confusion among many users regarding the terms and conditions of one of the sales methods, leading to misunderstandings and many cancellation requests. P1000 were able to understand the root of the problem, while also discovering the simplicity and low-cost of the required fix. Purchase cancellations have decreased dramatically. In fact, "all problems of an immediate nature were detected, solved, and there has been a clear, localized increase in conversion rates". Said Dani Elovitch, E-commerce division manager at P1000. Moreover, P1000 now have a better understanding of the navigation problems causing users not to find products that they were looking for, as well as their users' needs and required modifications. P1000: "with Kampyle we can now begin to understand why our users behave the way they do on P1000.co.il". For P1000, a "new communication channel with clients has been established", as problems, suggestions, and compliments began pouring in.

<u>Kampyle for Websites</u> - Allows website owners to listen and respond to their website users. Kampyle provides website owners with a management application that arranges the corrective actions required in a clear and proactive manner, even in cases of large amounts of data.

Case Study – GetPrice.com.au

"Kampyle helped us to get a clear understanding of the needs and requirements of our users; the data of our recently conducted usability test was backed up by the user feedback collected by Kampyle. This information helped us to improve our website and provide our consumers with the best user experience possible."
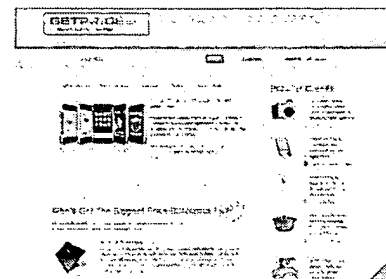
GETPRICE
Compare Before You Buy

- Industry: e-commerce
- Using Kampyle for: 4 months
- # of Monthly Page Views: 3.2M
- More than 600,000 products
- Compares products and prices from 400 online shops
- For more information: www.getprice.com.au

About the company

GetPrice is Australia's largest comparison shopping engine, allowing retailers to display their products in a way that is easy for consumers to compare, buy & save. It offers rich content such as buying guides, price history charts, user reviews and comparison tables. The www.getprice.com.au site receives over 3 million page impressions a month, generated by more than 1.5 million unique visitors. The company runs other websites, including www.shopferret.com.au and http://www.comparebroadband.com.au.

The Problem

Users were experiencing troubles with the site's search options

GetPrice has long suspected that its users were experiencing troubles with the site's search options. Moreover, GetPrice's aim is to offer the consumer the best possible user experience on their website. Lacking direct contact with large numbers of users, diagnosing the problems accurately was a difficult task.

The Solution

Kampyle offered a very comprehensive insight into what users want

Using Kampyle, GetPrice analyzed hundreds of feedback items to better understand the users' problems, needs and requirements with regards to price comparison. Kampyle offered a very comprehensive insight into what users want. In addition, GetPrice conducted a usability test that showed identical results.

Benefits and Results

Identifying and improving the internal search is an essential issue, as searching and finding a requested product is the most important activity for GetPrice users

Using Kampyle, GetPrice were able to confirm and understand previously suspected problems with their internal search, as well as discover new difficulties that users were encountering. For example: the search filter functionality was difficult to use and therefore did not help the users to refine their search results. Identifying these issues was essential, as searching and finding a requested product is the most important activity for GetPrice users. Kampyle helped to uncover issues that could not have been observed in a usability test.

With Kampyle, GetPrice have been getting valuable functionality requests and suggestions that have given them a new insight into what their users are looking for. In addition, the possibility to get back to the users on their feedback has been helpful in improving customer relations.

Following this in-depth analysis, Kampyle feedback items are now reviewed and answered by the website manager on a daily basis, assisting GetPrice with its customer support and community-building efforts.

Kampyle for Websites - Allows website owners to listen and respond to their website users. Kampyle provides website owners with a management application that arranges the corrective actions required in a clear and proactive manner, even in cases of large amounts of data.

Kampyle Developer API (Version 1.0)

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E: sales@kampyle.com

P: +972-77-2033221

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Kampyle Feedback Export API

By using Kampyle's developer API you will be able to export your feedback items received between specific dates.

Table 1: API Keys and Descriptions

Key	Mandatory (Y/N)	Description
$key	Y	Example usage: $key="Kampyle_2_Ersd3DFwAly.html" Notes: To find your Kampyle Private Key, enter the management application and navigate to the Feedback Form Customization page. On the bottom of the page you will find your Private Key. Please note: Your Kampyle Private Key is case sensitive. Don't share others with this key.
$site_code	Y	Example usage: $site_code="9232342" The site_code can be found in the embed URL code (the code which you copy paste from Kampyle).
$from_date	Y	Example usage: $from_date= "2008-09-20 15:40:42" or just 2008-09-20 From which date you want the report.
$to_date	Y	Example usage: $to_date ="2008-09-20 15:40:42" or just 2008-09-20 The date up to which you want the report.
$gmt	N	Example usage: $gmt=5 Get all times and dates in GMT +5 timezone.

Important: Kampyle recommends running the API once a day, retrieving feedback from the last 24 hours, as this will ensure optimal performance. To do so, you should omit the *start_date* and *end_date* from the parameters you send.

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Example of PHP code

```php
//To find your Kampyle Private Key, enter the management application and navigate to
the Feedback Form Customization page.

//On the bottom of the page you will find your Private Key. Please note: Your Kampyle
Private Key is case sensitive.

//Don't share others with this key. Example of key=Kampyle_2_Ersd3DFwAly.html
$key="TODO";

//The site code can be found in the embed URL code (the code which you copy paste from
Kampyle). Example of site_code="9232342"
$site_code="TODO";

//From which date you want the report. Example: "2008-09-20 15:40:42" or just 2008-09-
20
$from_date="TODO";

// The date up to which you want the report. Example : "2008-09-20 15:40:42" or just
2008-09-20
$to_date="TODO";

// create a new cURL resource
$ch = curl_init();

// set URL and other appropriate options
curl_setopt($ch, CURLOPT_URL,
"http://www.kampyle.com/zlib_off/export_to_xml_file.php");
curl_setopt($ch, CURLOPT_HEADER, 0);
curl_setopt($ch, CURLOPT_POST, true);
$gmt=5; //Your time zone difference from GMT ; E.g.: $gmt=5 for GMT+5
curl_setopt($ch, CURLOPT_POSTFIELDS,
"key=$key&site_code=$site_code=&from_date=$from_date&to_date=$to_date&gmt=$gmt");

// grab URL and pass it to the browser
curl_exec($ch);

// close cURL resource, and free up system resources
curl_close($ch);
```

NOTE: To get cURL, go to http://curl.haxx.se/.

API XML Example

```xml
<?xml version="1.0" encoding="UTF-8" ?>
- <root>
- <feedback>
<feedback_id>188</feedback_id>
<user_name>important_user</user_name>
<user_email>important@gmail.com</user_email>
<description>I can't pay</description>
<url>http://www.yoursite.com/payment</url>
<creation_date>Feb 17, 09 10:32</creation_date>
<prio>1</prio>
<status>New</status>
<grade>-</grade>
<type>Payment</type>
<sub_type>Can't finalize purchase</sub_type>
  </feedback>
- <feedback>
<feedback_id>187</feedback_id>
<user_name>goodbuyer</user_name>
 <user_email>goodbuyer@gmail.com</user_email>
<description>Could't find the product</description>
<url> http://www.yoursite.com/product_search</url>
<creation_date>Feb 17, 09 09:36</creation_date>
<prio>1</prio>
<status>New</status>
<grade>-</grade>
<type>Search</type>
<sub_type>Search results</sub_type>
  </feedback>
- <feedback>
<feedback_id>186</feedback_id>
<user_name>Guest</user_name>
<user_email />
<description>You should consider changing the homepage layout.</description>
<url> http://www.yoursite.com/homepage</url>
<creation_date>Feb 17, 09 09:35</creation_date>
<prio>1</prio>
<status>New</status>
<grade>-</grade>
<type>Suggestion</type>
<sub_type>Feature request</sub_type>
  </feedback>
- <feedback>
<feedback_id>185</feedback_id>
<user_name>bestcustomer</user_name>
 <user_email>bestcustomer@yahoo.com</user_email>
<description>I couldn't find enough information about the product, like its
  size</description>
<url> http://www.yoursite.com//products</url>
<creation_date>Feb 17, 09 09:34</creation_date>
<prio>1</prio>
<status>New</status>
<grade>-</grade>
<type>Content</type>
<sub_type>Missing Content</sub_type>
  </feedback>
  </root>
```

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Output Descriptions

Table 2: Output field descriptions

Field	Description
`<feedback_id>`	Unique id number of a specific feedback item.
`<user_name>`	Username of the user who submitted the feedback.
`<user_email>`	Email of the user who submitted the feedback.
`<Description>`	The description submitted by the users in the feedback.
`<url>`	The url in which the user has submitted the feedback.
`<creation_date>`	Date of creation of the feedback items, i.e.: feedback submission date.
`<Prio>`	Feedback item's priority (low, medium,high)
`<status>`	Feedback item's status (new, in progress, completed)
`<Grade>`	The feedback grade, i.e.: the user's answer to the opening question, value between 1-5, when 1 is most negative and 5 the most positive.
`<type>`	The category of the feedback item.
`<sub_type>`	The sub-category of the feedback item

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Kampyle Feedback Analytics

Home | **Services** | Company | Blog | Help | Customer Login

Registration - Website Feedback Analytics

Register now for our FREE version - a powerful service for websites who want to get feedback and improve. Kampyle also offers advanced packages for websites who want to enjoy the full power of Kampyle Feedback Analytics. You don't need to decide now. You can always choose to upgrade your free version in the future.

User Information

* Full Name: kampyle_test_screen@kampyle.com

* Email: kampyle_test_screen@kampyle.com

Company Information

* URL: http://kampyle_test_screen.kampyle.com

[Register]

* Mandatory fields

New to Kampyle

- Live Support
- View Demo
- Contact Sales
- Support Forum

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Give Feedback

Kampyle Feedback Analytics

Home | Services | Solutions | Partners | Blog | Help | Customer Login

Registration - Website Feedback Analytics

Please complete your registration.

User Information

* Full Name:	kampyle_test_screen@kampyle.com	
* Email:	kampyle_test_screen@kampyle.com	
* Password:		Must be at least 6 characters long
* Confirm Password:		
* Security Question:	What is your mother's maiden name?	
* Your Answer:		Must be at least 3 characters long
Street Address 1:		
Street Address 2:		
Country:	None	
State/Province:	None	
Postal/ Zip code:		
* Phone:		

Company Information

* Company Name:	
* URL:	http://kampyle_test_screen.kampyle.com

Additional Information

☐ I agree to the Terms and Conditions for using Kampyle

☑ Subscribe to Kampyle's newsletter

* Mandatory fields

[Create Account]

* Notwithstanding your request above (if provided) to receive updates and marketing materials, you may notify Kampyle, at any time, of your request to cancel your approval for such delivery and stop receiving such materials, by sending an email to Kampyle to the address appearing on the "Contact Us" in the Kampyle website.

About Us | Terms of Use | Privacy Policy | Contact Us | Site Map

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Kampyle

How do you feel about this site?

Select your feedback topic below

| Bug | Site content | Suggestion |

Select a relevant issue

Browser not supported   Objectionable Content

Can't log in   Other problem

Disability enquiries

Site content

Registration / Privacy

Usability and Design

| Compliment | Other |

Send **Cancel**

Feedback Form by © Kampyle Ltd.   Privacy Policy   Kampyle

Want to follow up on your feedback? Enter your email (Optional)

Enter your email - Optional

Email: [   ]

[Submit]

Feedback Form by © __Kampyle Ltd__.   Privacy Policy   Kampyle

Welcome, myfeedbackforyou@kampyle.com | Sign Out

Profile | **Management Application** | ... | ... | ...

Feedback Coming from [All Instances ▾] ? Received [Unlimited ▾] | Show data in [English ▾] ? | Search Feedback ⚲
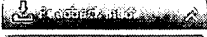
Feedback Form Customization

Manage Your Feedback Forms

You can use several Feedback Form instances at different locations on your website to make the Feedback Form more relevant to your site's goals. Do you use templates in your website? Use one instance per template to allow the Kampyle system to better analyze your site's feedback.

⊞ Add Feedback Form Instance

- Unread Feedback: 39

Feedback Trend Analysis
Feedback Notification
Feedback Form

Feedback Form Customization

Typical instances
Settings

Instance Name	[Active with hebrew]	Preview »	› Edit › Delete › Rename › Duplicate › Embed URL ———— › Translate › Auto reply Email
Instance Name:	[Customized Form (22/01/09 16.29:45)]	Preview »	› Edit › Delete › Rename › Duplicate › Embed URL ———— › Translate › Auto reply Email
Instance Name:	[English with all categories]	Preview »	› Edit › Delete › Rename › Duplicate › Embed URL ———— › Translate › Auto reply Email
Instance Name:	[Customized Form (09/02/09 12:43:55)]	Preview »	› Edit › Delete › Rename › Duplicate › Embed URL ———— › Translate › Auto reply Email
Instance Name.	[japanese words]	Preview »	› Edit › Delete › Rename › Duplicate › Embed URL ———— › Translate › Auto reply Email
Instance Name:	[Customized Form (May 26, 09, 4:24:07 pm)]	Preview »	› Edit › Delete › Rename › Duplicate › Embed URL ———— › Translate › Auto reply Email
Instance Name:	[Default Form]	Preview »	› Edit › Delete › Duplicate › Embed URL ———— › Translate › Auto reply Email

Your Private Key is: Kampyle_6120_SMmFrfV7.html

Do you want your registered users to be recognized by the Kampyle system when providing feedback on your website? Use your private key. Learn more about this on our forum.

Kampyle Feedback Analytics

Welcome, myfeedbackforyou@kampyle.com | Sign Out

Home | Management Application | Blog | Leaderboard | Forums

Feedback Coming from [All Instances ▼] | Received [Unlimited ▼] | Show data in [English ▼] [?] | Search Feedback ⚲

| page info ^

- Unread Feedback: 30

- Feedback Analytics
- Feedback Inbox
- **Feedback Form**
- Feedback: Form Customization
- My Account
- Settings

Feedback Form Customization

Design » Categories » Sub-Categories » Feedback Button » Get Embed Url

Customize your Feedback Form design

Customize Your Feedback Form with your choice of Color Theme, logo and grading icons to make it feel more integrated with your site

Select the Feedback Form's language: [English ▼]   This will indicate to the system which language you use during this wizard in all places where you enter text. Once you've completed the wizard, you can translate your form to additional languages.

Choose a color theme: ◉ Predefined Themes: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

○ Customize your theme: Click Here!

Add your logo: [Browse...]   View   Remove

Jpg/Gif/Png format only, dimensions should not exceed 90x25 pixels, nor be more than 200Kb in size.

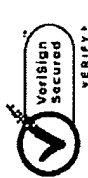Define the grading's opening question: [How do you feel about this s...]   Up to 80 characters

Select the grading icons style: [Numbers ▼]

Preview »

< Back   Save & Continue > | Cancel

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Kampyle Feedback Analytics

Home | Management Application | Blog | Live Support | Forums

Feedback Coming from | All Instances ▼ | ? | Received | Unlimited ▼ | Show data in English ▼ ? | Search Feedback

| page info ‹

- Unread Feedback: 30

Feedback Analytics

Feedback Information

Feedback Form

Feedback Form Customization

My Account

Settings

Feedback Form Customization

Design ‹ **Categories** ‹ Sub-Categories ‹ Feedback Button ‹ Get Embed Url

Preview »

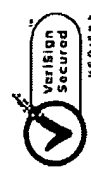### Define up to 6 Feedback categories

In order to help you collect the best data from your users, Kampyle enables you to determine which topics are relevant to your website and define them as Categories on the Feedback Form. You can use the Categories in order to help your users easily submit relevant feedback on your website. Please note that categories you create will appear in future instances that you initiate, and that changes made to categories will affect them in other instances as well.

⊕ Add Category

Select categories from the following list or create your own

Activate	Category		Category Icon (Optional)	Order ?	Delete
☑	Bug	Up to 28 characters	View Remove	1 ▾	✕
☑	Product info	Up to 28 characters	View Remove	2 ▾	✕
☑	Suggestion	Up to 28 characters	View Remove	3 ▾	✕
☑	Compliment	Up to 28 characters	View Remove	4 ▾	✕
☑	Other	Up to 28 characters	View Remove	5 ▾	✕

Note: some categories in this feedback form cannot be shown, because they have not been translated. To view these categories, you must first translate them using the translation wizard.

‹ Back

Save & Continue › | Cancel

Kampyle Feedback Analytics

Home | Management Application | ...

Feedback Coming from | All Instances | ▼ | Received | Unlimited | ▼ ? | Show data in | English | ▼ ? |

Search Feedback 🔍

🖼 | page info ‹

Feedback Form Customization

Design > Categories > **Sub-Categories** > Feedback Button > Get Embed Url

Customize Your Feedback Form Sub-Categories

In order to help you collect the best data from your users, Kampyle enables you to determine which issues are relevant to your website and define them as Sub Categories on the Feedback Form. You can use the Sub Categories to help your users easily submit relevant feedback on your website. Users will then be reporting feedback by selecting a Category, followed by a Sub Category, for example: Bug > Browser not supported.

Preview »

Define Up To 10 Feedback Form Sub-Categories For The Category:

↗ Bug

Suggestion

🔧 Add Sub-Category

Add Your Own Sub Categories

- Unread Feedback 🔟

Feedback Guides

Feedback Button

Feedback Form

Feedback Form Customization

My Account

Settings

Activate	Sub-Category	Order ?	Delete
☑	Browser not supported	1 ▾	✕
☑	Can't log in	2 ▾	✕
☑	Disability enquiries	3 ▾	✕
☑	Site content	4 ▾	✕
☑	Registration / Privacy	5 ▾	✕
☑	Usability and Design	6 ▾	✕
☑	Objectional Content	7 ▾	✕
☑	Other problem	8 ▾	✕

‹ Back

Save & Continue › | Cancel

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Welcome, myfeedbackforyou@kampyle.com | Sign Out

Management Application

Feedback Coming from [All Instances ▾] ? Received [Unlimited ▾] | Show data in [English ▾] ? | [Search Feedback] ⚲

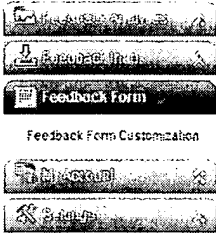**Feedback Form Customization**   🖶 | page info ⌃

Design > Categories > Sub-Categories > **Feedback Button** > Get Embed Url

Select Your Feedback Form Button

Select the Feedback Form button you want to add to your website. Your users will press on this button and the Feedback Form will open.

• Unread Feedback: 30

Feedback Form

Feedback Form Customization

ℹ **Tips for selecting the right feedback button:**
 • The feedback button should be positioned in a visible and prominent place on your site to encourage your users to give their feedback.
 • Check that the buttons are located on your website so as not to hide any functionality, as part of the button is transparent and might block underlying functionalities. Please check the button in 1024x768 resolution, as it is the most common

---

Choose a color for your button: ◻ ◼ ◼ ◼ ◻ ◻

Choose a button:

Top Right Corner	○		○
Bottom Right Corner	⦿		○
Top Left Corner	○		○
Bottom Left Corner	○		○
Within the site's Layout	○	Give Feedback	

Do you need feedback buttons in other languages? To get the Kampyle Feedback Button in other languages, click here.
Do you want a different button for your website? Feel free to alter and customize the buttons to suite your site. In the Kampyle Forum you will find Zip files which include all the buttons in GIF and PSD (Photoshop) formats. For more information click here

< Back   Save & Continue > | Cancel

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Home | Management Application | Blog | Live Support | Forums

Feedback Coming from [All Instances ▾] 🔲 Received [Unlimited ▾] | Show data in [English ▾] 🔲 [Search Feedback 🔍]

Feedback Form Customization

Design > Categories > Sub-Categories > Feedback Button > **Get Embed Url**

🖨 | page info ⌃

Add the Feedback Form Button To Your Website

Follow the steps on this page to add the feedback button to your website

[Preview »]

- Unread Feedback: 93

Feedback Analytics

Feedback Inbox

Feedback Form

Feedback Form Customization

My Account

Settings

☑ I want to place this Feedback Form on a secure (SSL) page/s

❶ [30 ▾] % of the users will be actively asked if they want to provide feedback before they navigate away from your website.

Do not ask for feedback if the user was on the website for less than [30 ▾] seconds
Once implemented, changing your percentage selection will make it necessary to re-copy the code in step 2 to your site. Learn more about our advanced settings in our Forum.

❷ Copy and paste the code into your website inside the <head> tag:
The code is responsible for the Feedback Form's CSS as well as for the floating window that actively asks the user for feedback.

```
<!--Start Kampyle Exit-Popup Code-->
<script type="text/javascript">
var k_push_vars = {
     "display_after": 50,
        "view_percentage": 30,
        "popup_font_color": "#000000",
        "popup_background": "#FFD769",
        "header": "Your feedback is important to us!",
```

Copy and paste the code into your website immediately before the <body> tag:
The code is responsible for displaying the Feedback Form button on your website.

```
<!--Start Kampyle Feedback Form Button--><div
id="k_close_button" class="k_float kc_bottom kc_right"></div>
<div><a href="https://www.kampyle.com/" target="kampyleWindow"
id="kampylink" class="k_float k_bottom k_right"
onclick="javascript:k_button.open_ff('site_code=82131464
amp;form_id=11904&amp;lang=en');return false;"><img src="/images
/en-orange-corner-low-right.gif" alt="Feedback Form"
border="0"/></a></div>
```

📧 Forward this code and instructions to your Webmaster

❸

Download and Extract the Zip file in your web server's root folder
The zip file includes important files such as the Feedback Form button and the
JavaScript file that allow you to actively ask for feedback

⬇
Download

< Back   Finish > | Cancel

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Kampyle Feedback Analytics

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Feedback Coming from | All Instances ▾ | 🔲 Received | Unlimited ▾ | Show data in | English ▾ 🔲 |

Search Feedback 🔍

📄 | page info ▴

Feedback Form Languages

Select Languages > Edit Translation > Get Embed Url

Feedback Form Languages

Select the languages you wish the Feedback Form to support in order to better fit your site's supported languages.
At the end of this process we will provide you with the correct URL you need to embed into the pages with the different languages.

Additional Languages: [ ] ▾ ⊕ add language

Select Languages

Edit	Language	Status	Delete	Preview
☐	English	partial translation	✕	Preview »
☑	French	translated	✕	Preview »
☐	Spanish	partial translation	✕	Preview »
☐	Hebrew	translated	✕	Preview »
☐	Dutch	partial translation	✕	Preview »
☐	Russian	partial translation	✕	Preview »
☐	Finnish	no translation	✕	Preview »
☐	Italian	partial translation	✕	Preview »
☐	Japanese	partial translation	✕	Preview »

Next > | Cancel

• Unread Feedback 30

Feedback Analytics »
Feedback Inbox »
Feedback Form
Feedback Form Customization
Your Account »
Settings »

VeriSign
Secured
VERIFY
ABOUT SSL CERTIFICATES

Give Feedback

Kampyle Feedback Analytics

Home | **Management Application** | Blog | ...

Feedback Coming from [All Instances ▾] 🔲 Received [Unlimited ▾] Show data in [English ▾] 🔲 [Search Feedback 🔍]

Feedback Form Languages 🖨 | page info ⌃

Select Languages > Edit Translation > **Get Embed Url**

Get embed URL of your Feedback Form

Copy and paste the code into your website where you wish the button to appear

[**Preview**]

- Unread Feedback: 30

❶ Choose a language to generate the correct URL: [French ▾]

❷ Copy and paste the code into your website inside the <head> tag:
The code is responsible for the Feedback Form's CSS as well as for the floating window that actively asks the users for feedback.

```
<!--Start Kampyle Exit-Popup Code-->
<script type="text/javascript">
var k_push_vars = {
    "display_after": 30,
    "view_percentage": 30,
    "popup_font_color": "#000000",
    "popup_background": "",
    "header": "Votre avis nous est important!",
```

Feedback Form

Feedback Form Customization

My Account

Settings

Copy and paste the code into your website immediately before the </body> tag:
This code replaces the one placed in the original language instance

```
<!--Start Kampyle Feedback Form Button--><div
id="k_close_button" class="k_float kc_bottom kc_right"></div>
<div><a href="https://www.kampyle.com/" target="kampyleWindow"
id="kampylink" class="k_float k_bottom k_right"
onclick="javascript:k_button.open_ff('site_code=8213196&
form_id=13404&amp;lang=fr');return false;"><img src="/images
/fr-orange-corner-low-right.gif" alt="Feedback Form"
border="0"/></a></div>
```

Status		Additional Information	
Language	Status	Do you have one page for all languages?	
French	translated	Click here for instructions on how to integrate the link	
Spanish	partial translation		
Hebrew	translated		
Dutch	partial translation		
Russian	partial translation		
Finnish	no translation		
Italian	partial translation		
Japanese	partial translation		

< Back

Finish > | Cancel

VeriSign Secured VERIFY
ABOUT SSL CERTIFICATES

Give Feedback

Kampyle Feedback Analytics

Home | Management Application | Blog | Kampyle Support | Log Us

Feedback Coming from [All Instances ▼] | ☑ Received | Unlimited ▼ | Show data in [English ▼] ☑ | Search Feedback ⌕

🖶 page info ⌃

Preview »

Auto Reply Email Text Customization

This page allows you to customize the automatic emails sent by Kampyle to users who have left their emails, to thank them for their feedback.

• Unread Feedback: 30

Feedback Analytics »
Speech and Image »
Feedback Form

Feedback Form Customization
Invitation »
Settings »

Customize Your English Auto Reply Email:

From Name: kampyle
Use a name that your users can instantly recognize, such as your company name.

Reply to Email: daina.penn@kampyle.com ▼
Your users replies will go to this email address.
Click here to add/remove e-mails from this list.

Subject: Thank you for your feedback
Enter a subject for the email that will be sent to your users

Body:
```
Dear ###USER_EMAIL###,

Thank you for submitting feedback on
###SHORT_URL###.

Your feedback is highly appreciated.

The <a
href="###SHORT_URL###">###SHORT_URL###</a> team.
```

Up to 4000 characters.

Use ###USER_EMAIL### to have the user's email added automatically.

Use ###SHORT_URL### to have your website's url added automatically.

Use html code to enter a link

Restore to default email text

☑ Enable the auto reply email response for this Feedback Form

☑ Advanced - I use multilingual feedback forms and I want to configure a different email for each language.

Select the Feedback Form's language   English ▼
A feedback form may be translated to several languages. If you want Kampyle to send a different message for each language, choose the language you would like this e-mail to be sent for (if you want Kampyle to send different messages for each language).

Save »   **Cancel**

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Close

From: kampyle <dafna.penn@kampyle.com>
Subject: Thank you for your feedback
Reply: dafna.penn@kampyle.com

Dear customer,

Thank you for submitting feedback on http://myfeedbackforyou.com.

Your feedback is highly appreciated.

The http://myfeedbackforyou.com team.

This email was automatically delivered to customer because you provided your email address when submitting feedback on http://myfeedbackforyou.com using the Kampyle Feedback Form. Kampyle respects your privacy. Your email address will only be visible to http://myfeedbackforyou.com and will not be shared by Kampyle with any third party under any circumstance. For inquiries regarding your privacy please read Kampyle's Privacy Policy or email us at: support@kampyle.com

Website feedback by Kampyle
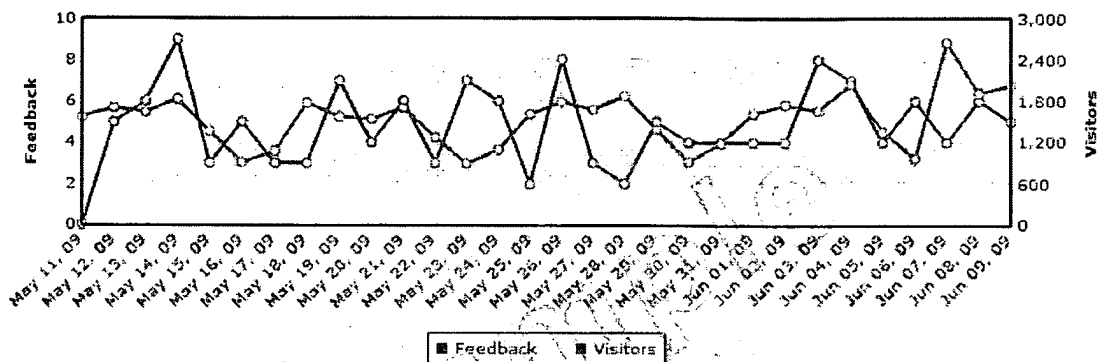
Visitors and Feedback Timeline

Visitors and Feedback Timeline

Alerts

Description	Most Reported Feedback	Date	Show Details
No. of visitors has decreased by 28.6%, avg. feedback grade has decreased by 25%	Bug > Can't log in	Jun 05, 09 – Jun 06, 09	»
Number of visitors has decreased by 27.6%	-	Jun 07, 09 - Jun 08, 09	-
Number of visitors has increased by 173.3%	-	Jun 06, 09 - Jun 07, 09	-
No. of visitors has increased by 173.3%, avg. feedback grade has increased by 11.1%.	Site Content > Missing Content	Jun 06, 09 – Jun 07, 09	»

Feedback by User Loyalty

Feedback by User Loyalty

Legend:
- Suggestion
- Payment Process
- Price
- Product Catalogue
- Bug
- Site Content
- Compliment
- Other

Feedback Conversion by Country

Feedback Conversion by Country

Top Landing Pages

Page	Avg. Grade	Most Reported Feedback
http://www.example.com	2.9	Site Content > Missing Content
http://www.example.com /landing	3.1	Bug > Can't Register
http://www.example.com /product=3	3.3	Products > Missing Information
http://www.example.com /product=6	4.1	Compliment > Site Content
http://www.example.com /register	3.7	Bug > Browser not Supported

Top Exit Pages

Page	Avg. Grade	Most Reported Feedback
http://www.example.com	2.9	Site Content > Missing Content
http://www.example.com /shopping_cart3	3.4	Shipping > Shipping Prices
http://www.example.com /shopping_cart2	3.3	Shipping > Shipping Destinations
http://www.example.com /products=12	4.0	Suggestion > Inaccurate Content
http://www.example.com /search	3.7	Search > None Relevant Result

Management Application

Feedback Coming from [All Instances ▾] Received [Unlimited ▾] | Show data in [English ▾] | Search Feedback

Feedback Dashboard

The feedback dashboard provides you with an overview of your entire website in one page. Here, you can gain an understanding of who your users are, how they view your website, and what type of feedback they submit.

Show all feedback items including deleted

- Unread Feedback: XX

Feedback Analytics

Feedback Dashboard
General Feedback Info New
  Overview
  Categorization
  Grade
  Feedback Forms
  Language
Users' Info New
  Country
  Browser
  Operating System
  Browser Language
  Screen Resolution
  Color Depth
  Flash Version
  Cookies
Feedback by Page
Google analytics New
AdWords Campaign New
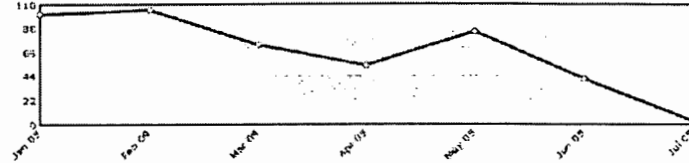
view report

Feedback Info for

Feedback items: 463

Unique Feedback Providers: 33

Most Reported Feedback: Suggestion > Feature request

Avg. time on site before feedback: 00:00:03

Average Feedback Grade

Geographic Distribution

Your Average Feedback Grade is: 3.6
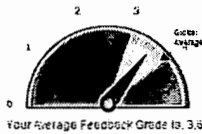
view report

view report

Feedback by Category

Feedback Status

■ Suggestion ■ Product Info ■ Bug ▨ Complaint
■ Other ☐ No category ☐
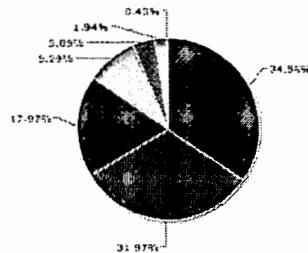
■ New ▨ Confirmed ■ Completed

view report
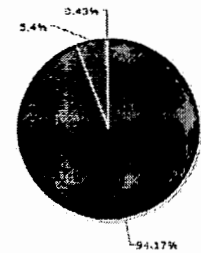
Item	Category	Feedback items	% Feedback items	Most Reported Page	More Info
1	Suggestion > Feature request	65	14.3%	http://myfeedbackforyou.com/	>>
2	Suggestion > Site content	47	10.8%	http://myfeedbackforyou.com/kampyle_test/	>>
3	Product Info > Fraud Report	37	8.5%	http://myfeedbackforyou.com/	>>
4	Product Info > Inaccurate Content	34	7.8%	http://myfeedbackforyou.com/kampyle_test/	>>
5	Suggestion > Disability support	33	7.6%	http://myfeedbackforyou.com/	>>
6	Bug > Cant log in	32	7.3%	http://myfeedbackforyou.com/	>>
7	Product Info > Copyright Violation	25	5.7%	http://myfeedbackforyou.com/	>>
8	Compliment > Site content	22	5%	http://myfeedbackforyou.com/	>>
9	Bug > Browser not supported	18	4.1%	http://myfeedbackforyou.com/	>>
10	Other > Other	17	3.9%	http://myfeedbackforyou.com/kampyle_test/	>>

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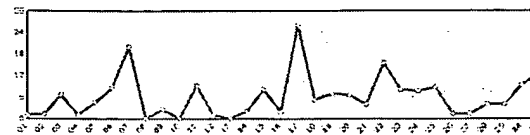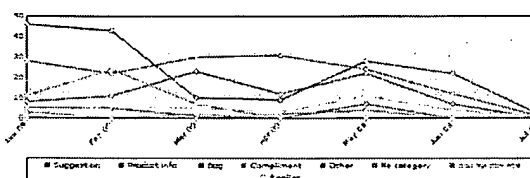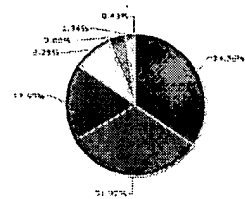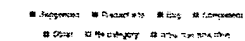
Kampyle Feedback Analytics
Feedback Coming from
Received
Show data in
English
Search Feedback
Overview
Feedback Analytics
Overview
Graph
Feedback Forms
Languages
Country
Browser
Operating System
Browser Language
Screen Resolution
Color Depth
Flash Version
Cookies
Feedback by Page
Suggestion
Product info
Bug
Compliment
Other
No category
Replies
view report
Categories
Click on a category slice to view its sub category drill down.
Feedback Grade Timeline
Average Feedback Grade
Feedback Distribution by Grade
Global Average
Your Average Feedback Grade is: 3.5
64.75%
14.71%
view report
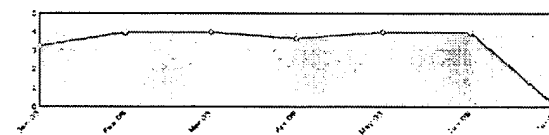
Kampyle Feedback Analytics

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Feedback Coming from [All Instances ▼] ❓ Received [Unlimited ▼] | Show data in [English ▼] ❓ [Search Feedback] 🔍

Categorization Information

🖨 | page info ^

The Categorization Information page provides you with information on the feedback categories that your users chose to submit feedback on. Use this page to learn about the distribution of categories and sub-categories within the feedback received on your website.

Show all feedback items including deleted

Feedback Distribution by Category and Sub-Category ❓

View: Sub Categories by Categories : Sub Categories without Categories

- Unread Feedback: 30

Feedback Analytics

Feedback Dashboard
General Feedback Info New!
  Overview
  Categorization
  Grade
  Feedback Forms
  Languages
Users' Info New!
  Country
  Browser
  Operating System
  Browser Language
  Screen Resolution
  Color Depth
  Flash Version
  Cookies
Feedback by Page
Google analytics New!
AdWords Campaigns New!

Feedback Items
Feedback Form
Account
Settings

Categories

■ Suggestion ■ Product Info ■ Bug ▣ Compliment
■ Other □ No category □ (Hebrew text)

0.43%
1.94%
3.89%
9.29%
34.56%
17.93%
31.97%
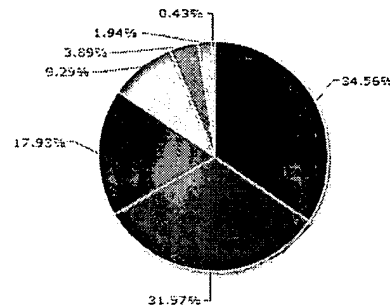
Sub Categories

Showing sub categories of Product Info

Inaccurate Content — 40
Fraud Report — 37
Missing Content — 36
Copyright Violation — 25
No Sub Category — 6
Other — 4
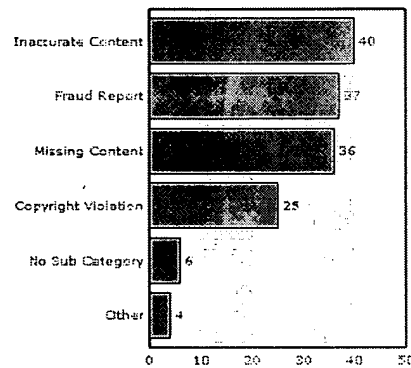
Feedback Distribution by Category and Sub-Category - Details ❓

Category	Avg. Grade	Feedback Items ▼	Show Details
Product info > Inaccurate Content	4.0	40 (1 unread)	>>
Product info > Fraud Report	2.5	37 (3 unread)	>>
Product info > Missing Content	-	36 (2 unread)	>>
Product info > Copyright Violation	3.0	25 (2 unread)	>>
Product info > No Sub Category	-	6	>>
Product info > Other	-	4	>>

6/6 item(s)   1   Go to page [#] >> Show rows: [10 ▼]

Find [containing ▼] [   ] >>

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Give Feedback

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Feedback Coming from [All Instances ▼]

Received [Unlimited ▼] | Show data in [English ▼] | Search Feedback ◄

📖 | page info ◄

Grade Information

The Grade Information page provides you with additional information that is related to the grades provided by your users in response to the opening question. Use this page to learn more about the distribution of grades submitted by your users on your website.

Show all feedback items including deleted

Feedback Distribution by Grade

View: Pie Chart | Bar Chart
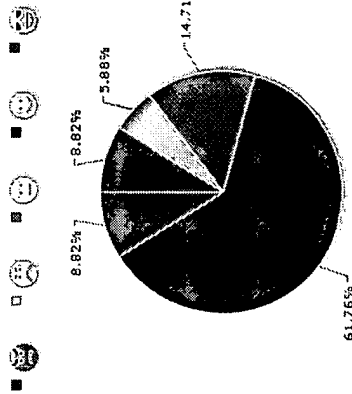
- Unread Feedback: 30

Feedback Analytics

- Feedback Dashboard
- General Feedback Info New!
  - Overview
  - Categorization
  - Grade
  - Feedback Forms
  - Languages
- Users' Info New!
  - Country
  - Browser
  - Operating System
  - Browser Language
  - Screen Resolution
  - Color Depth
  - Flash Version
  - Cookies
- Feedback by Page
- Google analytics New!
- AdWords Campaigns New!

61.76%

8.82%

8.82%

5.88%

14.71%

Feedback Distribution by Grade - Details

Grade	Feedback items	Most Reported Feedback	Show Details
Grade 1	3 (1 unread)	Bug > Disability enquiries	»
Grade 2	2	Suggestion > Disability support	»
Grade 3	5 (1 unread)	Product info > Copyright Violation	»
Grade 4	21 (1 unread)	Suggestion > Feature request	»
Grade 5	3	Suggestion > Feature request	»

5/5 item(s):

Find [containing ▼] [_____] »

1 Go to page [#] » Show rows: [10 ▼]

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Home | Management Application | Blog | Feedback Support and Forums

Feedback Coming from [All Instances] | Received [Unlimited] | Show data in [English] | page info

Feedback Forms Information

The Feedback Forms Information page provides you with detailed information about feedback form instances from which your users submitted feedback on your website.

Show all feedback items including deleted

- Unread Feedback

Feedback Activities

Feedback Dashboard

General Feedback Info New!
- Overview
- Categorization
- Grade
- Feedback Forms
- Languages

Users Info New!
- Country
- Browser
- Operating System
- Browser Language
- Screen Resolution
- Color Depth
- Flash Version
- Cookies

Feedback by Page

Google analytics New!

AdWords Campaigns New!

Feedback Form Distribution

View: Pie Chart Bar Chart

■ Active with hebrew ■ Default Form ■ English with all categories □ Japanese words ■ Customized Form (22/01/09 16:29:45)
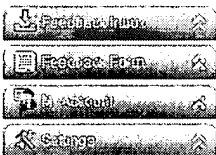□ Customized Form (09/02/09 12:43:55)

53.25%

0.22%
0.65%
0.86%
1.3%

43.63%

Feedback Flow Distribution Details

Instance	Avg. Grade	Feedback Items	Most Reported Feedback	Show Details
Active with hebrew	2.4	247 (18 unread)	Product Info > Fraud Report	>>
Default Form	3.9	202 (19 unread)	Product Info > Copyright Violation	>>
English with all categories		6 (1 unread)	Suggestion > Usability and Design	>>
Japanese words		4		>>
Customized Form (22/01/09 16:29:45)		2 (1 unread)	Bug > Browser not supported	>>
Customized Form (09/02/09 12:43:55)		1	Bug > Registration / Privacy	>>

543 item(s)

Find [containing] >>

1 Go to page [1] >> Show rows: [10]

Kampyle Feedback Analytics

Home | Management Application | Blog | Quick Tour | Forum

Feedback Coming from: All Instances

Received: Unlimited

Show data in: English

Search Feedback

i page info

Feedback Form Languages Information

The Feedback Form Languages information page provides you with detailed information about the Feedback Form Languages in which your users submitted feedback on your website. If you use multiple language feedback forms on your website, this chart will allow you to find out how much feedback is generated by each feedback form language.

Show all feedback items including deleted

Feedback Form Languages Distribution

View: Pie Chart | Bar Chart

Spanish Japanese Hebrew English
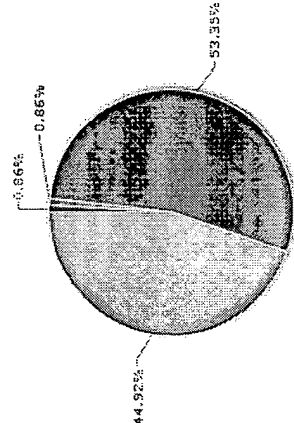
53.35%

0.86%

0.86%

44.92%

Feedback Form Languages Distribution Details

Language	Avg. Grade	Feedback Items	Most Reported Feedback	Show Details
Hebrew	3.4	247 (18 unread)	Product info > Fraud Report	>>
English	3.9	208 (11 unread)	Product info > Copyright Violation	>>
Japanese		4	בדיקה של טקסט חופשי	>>
Spanish		4 (1 unread)	Bug > Browser not supported	>>

44 item(s)

Find: containing

1 Go to page # >> Show rows: 10

Sidebar navigation

- Unread Feedback: 31

Feedback Analytics

Feedback Dashboard

General Feedback Info New!
- Overview
- Categorization
- Grade
- Feedback Forms
- Languages

Users' Info New!
- Country
- Browser
- Operating System
- Browser Language
- Screen Resolution
- Color Depth
- Flash Version
- Cookies

Feedback by Page

Google analytics New!

AdWords Campaigns New!

Feedback Inbox
Feedback Guide
Customize
Settings

Kampyle Feedback Analytics

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Home ‣ Management Application ‣ FAQ ‣ Live Support ‣ Reports

Feedback Coming from All Instances ▾ 🗎 Received Unlimited ▾ | Show data in English ▾ 🗎 | Search Feedback 🔍

Country Information

🗎 | page Info ⌃

The Country Information page displays detailed data about the geographic location of users who submitted feedback on your website.

Show all feedback items including deleted

- Unread Feedback: 30

Feedback Analytics

Feedback Dashboard
- General Feedback Info New!
  - Overview
  - Categorization
  - Grade
  - Feedback Forms
  - Languages
- Users' Info New!
  - Country
  - Browser
  - Operating System
  - Browser Language
  - Screen Resolution
  - Color Depth
  - Flash Version
  - Cookies
- Feedback by Page
- Google analytics New!
- AdWords Campaigns New!

Geographic Feedback Distribution

Geographic Feedback Distribution Details

Country Name	Avg. Grade	Feedback Items	Most Reported Feedback	Show Details
Israel	3.6	455 (30 unread)	Product info > Fraud Report	»
France		4	Compliment > Site content	»
Netherlands		4	Bug > Site content	»

3/3 item(s)

Find containing ▾ | » | 1 | Go to page # ▾ » | Show rows: 10 ▾

Welcome, myfeedbackforyou@kampyle.com | Sign Out

Home | Management Application | Blog | Page Support | Forums

Feedback Coming from [All Instances ▾] 🔲 Received [Unlimited ▾] | Show data in [English ▾] 🔲 [Search Feedback] 🔍

Feedback by Browser　　　　🖨 | page info ⌃

The Feedback by Browser page provides you with detailed information about the browsers that were used by people who submitted feedback on your website.

Show all feedback items including deleted

- Unread Feedback: 50

Feedback Analytics

Feedback Dashboard

⊟ General Feedback Info New!
　Overview
　Categorization
　Grade
　Feedback Forms
　Languages
⊟ Users' Info New!
　Country
　Browser
　Operating System
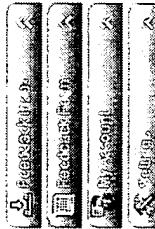　Browser Language
　Screen Resolution
　Color Depth
　Flash Version
　Cookies
Feedback by Page
Google analytics New!
AdWords Campaigns New!

📥 Feedback Inbox ⌃
📋 Feedback Form ⌃
👤 My Account ⌃
⚙ Settings ⌃

Feedback Distribution By Browser　　　🔲

View: **Pie Chart** · Bar Chart

■ Firefox 3　■ Internet Explorer 7　■ Firefox 2　☐ Chrome 1　■ Internet Explorer 6　☐ Safari 3　☐ Opera 9　Chrome 2

☐ Internet Explorer 8
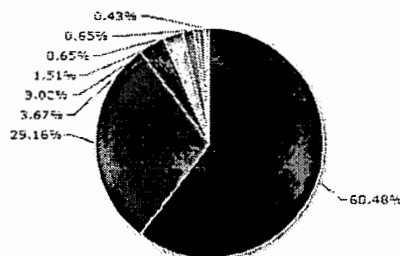
0.43%
0.65%
0.65%
1.51%
3.02%
3.67%
29.16%
60.48%

Feedback Distribution by Browser - Details　　　🔲

Browser Name	Avg. Grade	Feedback Items	Most Reported Feedback	Show Details
Firefox 3	3.6	280 (14 unread)	Bug > Can't log in	≫
Internet Explorer 7	3.5	135 (4 unread)	Product Info > Copyright Violation	≫
Firefox 2	2.5	17 (12 unread)	Product info > Fraud Report	≫
Chrome 1	-	14	Compliment > Site content	≫
Internet Explorer 6	-	7	Product info	≫
Safari 3	-	3	Suggestion > Feature request	≫
Opera 9	-	3	Product Info > Inaccurate Content	≫
Chrome 2	-	2	Suggestion > Site content	≫
Internet Explorer 8	4.0	2	Product info > Fraud Report	≫

9/9 item(s)　　　　　　1　Go to page [#] ≫　Show rows: [10 ▾]

Find [containing ▾] [   ] ≫

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Give Feedback

Kampyle Feedback Analytics

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Feedback Coming from [All Instances ▾] | Received [Unlimited ▾] | Show data in [English ▾] ② | Search Feedback

📧 | page info ⌄

Feedback by Operating System

The Feedback by Operating System page provides you with detailed information about the operating system in use by people who submitted feedback on your website.

Show all feedback items including deleted

Feedback Distribution by Operating System

View: Pie Chart | Bar Chart

■ Windows XP   ■ Linux
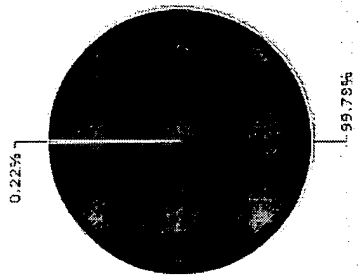
0.22%

99.78%

- Unread Feedback: 30

Feedback Analytics

Feedback Dashboard
⊟ General Feedback Info New!
  Overview
  Categorization
  Grade
  Feedback Forms
  Languages
⊟ Users' Info New!
  Country
  Browser
  Operating System
  Browser Language
  Screen Resolution
  Color Depth
  Flash Version
  Cookies
Feedback by Page
Google analytics New!
AdWords Campaigns New!

Feedback Distribution by Operating System Details

Operating System	Avg. Grade	Feedback Items	Most Reported Feedback	Show Details
Windows XP	3.5	482 (30 unread)	Suggestion » Site content	»
Linux	-	1	Bug » Can't log in	»

2/2 item(s)

Find [containing ▾] »   1   Go to page [#] »   Show rows: [10 ▾]

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Management Application

Feedback Coming from | All Instances ▾ | Received | Unlimited ▾ | Show data in | English ▾ | Search Feedback

🖨 | page info ▲

Feedback by Browser Language

The Feedback by Browser Language page provides you with detailed information about the default browser language in use by people who submitted feedback on your website.

Show all feedback items including deleted

Feedback Distribution by Browser Language

View: Pie Chart   Bar Chart

■ English ■ Hebrew

4.32%

95.68%

- Unread Feedback: 30

Feedback Analytics

Feedback Dashboard
General Feedback Info New!
  Overview
  Categorization
  Grade
  Feedback Forms
  Languages
Users' Info New!
  Country
  Browser
  Operating System
  Browser Language
  Screen Resolution
  Color Depth
  Flash Version
  Cookies
Feedback by Page
Google analytics New!
AdWords Campaigns New!

Feedback Form
The Widget Loom
Feedback RSS
Settings
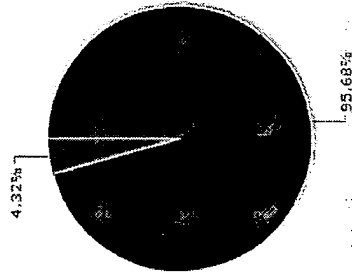
Feedback Distribution by Browser Language - Details

Browser Language	Avg. Grade	Feedback Items	Most Reported Feedback		Show Details
English	3.8	443 (13 unread)	Product info » Copyright Violation		»
Hebrew	2.7	20 (12 unread)	Product info » Fraud Report		»

2/2 item(s)

Find | containing ▾ | »   1   Go to page # ___ »   Show rows: | 10 ▾ |

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Home | Management Application | Filter | Filter Subscription | Options

Feedback Coming from: All Instances | Received | Unlimited | Show data in: English | Search Feedback

page Info ^

Feedback by Screen Resolution

The Feedback by Screen Resolution page provides you with detailed information about the screen resolution used by people who submitted feedback on your website.

Show all feedback done including deleted

- Unread Feedback
- Feedback Analytics

Feedback Dashboard

⊞ General Feedback Info New!
- Overview
- Categorization
- Grade
- Feedback Forms
- Languages

⊞ Users Info New!
- Country
- Browser
- Operating System
- Browser Languages
- Screen Resolution
- Color Depth
- Flash Version
- Cookies

Feedback by Page
- Google analytics New!
- AdWords Campaigns New!

Feedback Distribution by Screen Resolution

View: Pie Chart | Bar Chart

■ 1280x1024 ■ 1280x800 ■ 1920x1080 ■ 1680x1050 ■ 1440x900 □ 800x600

93.52%
0.22%
0.86%
1.08%
1.73%
2.59%
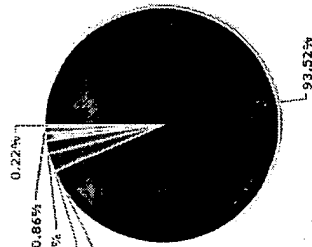
Feedback Distribution by Screen Resolution Details

Screen Resolution	Avg. Grade	Feedback Items	Most Reported Feedback	Show Details
1280x1024	3.6	433 (29 unread)	Product Info > Fraud Report	>>
1280x800	2.0	12	Suggestion > Feature request	>>
1920x1080		8 (1 unread)	Bug > Site content	>>
1680x1050	3.0	5	Bug > Disability enquiries	>>
1440x900		4	Compliment > Site content	>>
800x600		1	Bug > Can't log in	>>

5/6 item(s)

Find containing

1 | Go to page: 1 | >> | Show rows: 10

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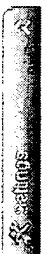© 2007-2009 Kampyle Ltd. All rights reserved

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Feedback Coming from | All Instances | ✓ | 🔲 | Received | Unlimited | ▶ | Show data in | English | ✓ | 🔲 | Search Feedback

page info ◂

Feedback by Color Depth

The Feedback by Color Depth page provides you with detailed information about the color depth preferences of people who submitted feedback on your website.
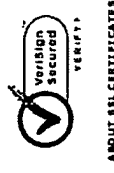
Show all feedback items including deleted

Feedback Distribution by Color Depth

View: Pie Chart | Bar Chart

■ 32 bit   ■ 24 bit

0.22%

99.78%

Feedback Analytics

- Unread Feedback: 30
- Feedback Dashboard
- General Feedback Info New!
  - Overview
  - Categorization
  - Grade
  - Feedback Forms
  - Languages
- Users' Info New!
  - Country
  - Browser
  - Operating System
  - Browser Language
  - Screen Resolution
  - Color Depth
  - Flash Version
  - Cookies
- Feedback by Page
- Google analytics New!
- AdWords Campaigns New!

Feedback Distribution by Color Depth - Details

Color Depth	Avg. Grade	Feedback Items	Most Reported Feedback		Show Details
32 bit	3.8	482 (30 unread)	Product info > Fraud Report		»
24 bit	-	1	Bug > Can't log in		»

2/2 item(s)

1   Go to page |1| » | Show rows: | 10 | ✓

Find | containing | ✓ | | »

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Feedback Coming from | All Instances | ✓ | 🔍 | Received | Unlimited | ✓ | Show data in | English | ✓ | 🔍 | Search Feedback

Feedback by Flash Version

📖 | page info ⌃

The Feedback by Flash Version page provides you with detailed information about the Flash player versions in use by the people who submitted feedback on your website.

Show all feedback items including deleted

Feedback Distribution by Flash Version

View | Pie Chart | Bar Chart

■ 10.0 r22

- Unread Feedback 30

📊 **Feedback Analytics**

Feedback Dashboard

⊞ General Feedback Info New!

  Overview
  Categorization
  Grade
- Feedback Forms
  Languages

⊞ Users' Info New!
  Country
  Browser
  Operating System
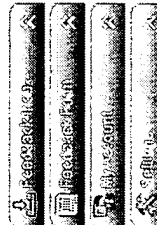 Browser Language
  Screen Resolution
  Color Depth
  Flash Version
  Cookies

Feedback by Page
Google analytics New!
AdWords Campaigns New!
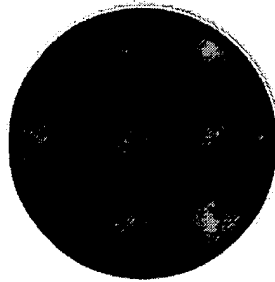
Feedback Distribution by Flash Version - Details

Flash Version	Avg. Grade	Feedback items	Most Reported Feedback	
10.0 r22		17 (1 unread)	Suggestion > Usability and Design	Show Details »

1/1 item(s)

Find | containing | ✓ | | »

Go to page # ____ » | Show rows | 10 | ✓

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Feedback Coming from | All Instances | ▼ | Received | Unlimited | ▶ | Show data in | English | ▼ |
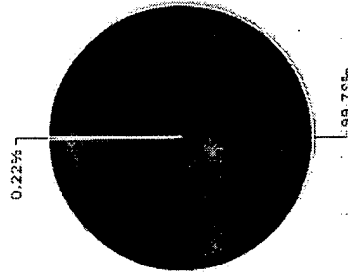
Search Feedback | 🔍

page info ∧

Feedback by Cookies Settings

The Feedback by Cookies Settings page provides you with detailed information about the preferences of people who submitted feedback on your website with regard to cookies.

Show all feedback items including deleted

Feedback Distribution by Cookies Settings

View: Pie Chart | Bar Chart

■ Enabled

- Unread Feedback: 30

Feedback Analytics

- Feedback Dashboard
- General Feedback Info New!
  - Overview
  - Categorization
  - Grade
  - Feedback Forms
  - Languages
- Users' Info New!
  - Country
  - Browser
  - Operating System
  - Browser Language
  - Screen Resolution
  - Color Depth
  - Flash Version
  - Cookies
- Feedback by Page
- Google analytics New!
- AdWords Campaigns New!

Feedback Distribution by Cookies Settings - Detail

	Avg. Grade	Feedback Items	▼	Most Reported Feedback	Show Details
Cookies Enabled?				Product Info / Fraud Report	»
Enabled	3.6	463 (30 unread)			

1/1 Item(s)

1 | Go to page |≡| » | Show rows | 10 | ▼

Find | containing | ▼ | »

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Feedback Coming from [All Instances ▼] | 🔲 Received | Unlimited | ▶ | Show data in [English ▼] 🔲 |

Search Feedback 🔍

🖼 | page info ^

Feedback by Page

The Feedback by Page section enables you to view the distribution of feedback on the pages of your site. This allows you to view the combined, unanalyzed feedback data, while letting you measure your customer satisfaction levels on each individual page of your website.

Feedback Details by Page

Page	Avg Grade	Feedback Items	Most Reported Feedback	Show Details
http://myfeedbackforyou.com/	3.3	217 (16 unread)	Suggestion > Feature request	≫
http://myfeedbackforyou.com/kampyle_test/	3.9	200 (10 unread)	Product info > Missing Content	≫
file:///C:/Documents%20and%20Settings/user1/Des...	-	5 (1 unread)	Suggestion > Usability and Design	≫
http://www.myfeedbackforyou.com/	-	2 (1 unread)	Suggestion > Feature request	≫
http://www.myfeedbackforyou.com/kampyle_test/	-	12	Suggestion > Feature request	≫
file:///C:/Documents%20and%20Settings/user1/Des...	-	4	Product info > Missing Content	≫
file:///C:/Documents%20and%20Settings/user1/Des...	-	3	בדוק, חין אדני חרה	≫
http://www.myfeedbackforyou.com/index.html	-	2	Product info	≫
file:///C:/Documents%20and%20Settings/user1/Des...	4	2	Bug > Browser not supported	≫
http://www.myfeedbackforyou.com/kampyle_test/old	-	2	Product info > Fraud Report	≫
file:///C:/Documents%20and%20Settings/user1/Des...	-	1	Suggestion > Feature request	≫
file:///C:/Documents%20and%20Settings/user1/Des...	-	1	Product info > Missing Content	≫
file:///C:/Documents%20and%20Settings/user1/Des...	-	1	Bug > Browser not supported	≫
http://myfeedbackforyou.com/kampyle_test/old/	-	1	Bug > Can't log on	≫
		1	Suggestion > Site content	≫

15/18 item(s)

1 | 2 | Next   Go to page [#] ≫

Navigation

- Unread Feedback: 30
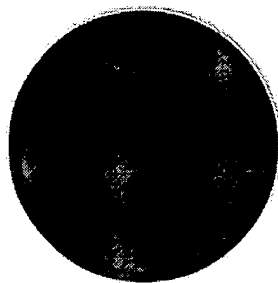
Feedback Analytics
- Feedback Dashboard
- General Feedback Info New!
  - Overview
  - Categorization
  - Grade
  - Feedback Forms
  - Languages
- Users' Info New!
  - Country
  - Browser
  - Operating System
  - Browser Language
  - Screen Resolution
  - Color Depth
  - Flash Version
  - Cookies
- Feedback by Page
- Google analytics New!
- AdWords Campaigns New!

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Feedback Coming from [All Instances ▾] [?] Received [Unlimited ▾] | Show data in [English ▾] [?] [Search Feedback ⚲]

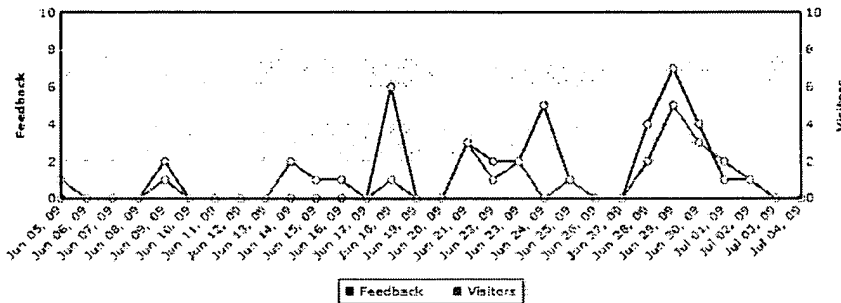### Google Analytics Information

🖨 | page info ⌃

The Google Analytics information page integrated information gathered from your website's Google Analytics account in your Kampyle account. The Google Analytics information is then combined with Kampyle's feedback data, and displayed in order to allow you to learn WHAT your users are doing on your site from GA, and Why they do it from Kampyle. Note: all GA data is stored up to 30 days.

Show all feedback forms including deleted

Google Analytics   View reports: [myfeedbackforyou.com/ ▾]   My Analytics Accounts: [www.haveaview.com/ ▾]

- Unread Feedback 30

Feedback Analytics

Feedback Dashboard

◻ General Feedback Info New!
   Overview
   Categorization
   Grade
   Feedback Forms
   Languages

◻ Users' Info New!
   Country
   Browser
   Operating System
   Browser Language
   Screen Resolution
   Color Depth
   Flash Version
   Cookies
   Feedback by Page
   Google Analytics New!
   AdWords Campaigns New!

Feedback View
Feedback Form
My Account
Settings

Visitors and Feedback Timeline   [?]

■ Feedback   ■ Visitors

Alerts   [?]

	Description	Most Reported Feedback	Date	Show Details
◉	No. of visitors has decreased by 100%, avg. feedback grade has decreased by 100%.	Product info > Fraud Report	Jun 09, 09 – Jun 10, 09	»
◉	Number of visitors has decreased by 100%	-	Jun 29, 09 – Jul 03, 09	-
◉	Number of visitors has increased by 5	-	Jun 27, 09 – Jun 29, 09	-
◉	No. of visitors has increased by 1 avg. feedback grade has increased by 4.	Product info > Fraud Report	Jun 08, 09 – Jun 09, 09	»

4/4 item(s)   1   Go to page [   ] »   Show rows: [10 ▾]

Find Alert [containing ▾] [   ] »

Feedback by User Loyalty   [?]

■ Bug   ■ Product info
■ Suggestion

Feedback Conversion by Country   [?]

Top Landing Pages   [?]

Page	Avg. Grade	Most Reported Feedback
⌂ http://myfeedbackforyou.com/kampyle_test/	4.0	Suggestion > Site content
⌂ http://myfeedbackforyou.com/	-	Bug > Registration / Privacy

Top Exit Pages   [?]

Page	Avg. Grade	Most Reported Feedback
⌂ http://myfeedbackforyou.com/kampyle_test/	4.0	Suggestion > Site content
⌂ http://myfeedbackforyou.com/	-	Bug > Registration / Privacy

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Google Analytics   View reports: [www.example.com ▶]   ▶   My Analytics Accounts: [www.example.com ▶]

AdWords Campaign Feedback Information

Campaign	Visits	Conversion Rate	Per visit Goal Value	Feedback Items	Avg. Grade	Most Reported Feedback	Show Details
(not set)	38,988	12.63%	3.25$	45		Site Content > Missing Content	»»
Sports Wear	8,788	12.43%	2.51$	47	4.5	Suggestion > Other	»»
Evening Wear	615	15.07%	3.10$	31	3	Site Content > Missing Content	»»

3/3 item(s)   1   Go to page [#] »»   Show rows: [10 ▶]

Find Campaign [containing ▶]   »»

Kampyle Feedback Analytics

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Feedback Coming from [All Instances ▾] [🔍] Received [Unlimited ▾] | Show data in [English ▾] [?]

Search Feedback

🖶 | page info ⌃

Kampyle

AdWords Campaigns

The AdWords Campaigns provides you with valuable information about your Adwords campaigns, by linking user feedback to Google Analytics data.
Note: all GA data is stored up to 30 days.

- Unread Feedback 221

Feedback Analytics

Google Analytics View reports: [www.kampyle.com – Websites ▾] My Analytics Accounts: [www.kampyle.com ▾]

Show all feedback items including deleted

Feedback Dashboard

⊟ General Feedback Info New!

AdWords Campaign Feedback Information

Campaign	Visits	Conversion Rate	Per Visit Goal Value	Feedback Items ▾	Avg. Grade	Most Reported Feedback	Show Details
		%		29 (7 unread)	3.3	Compliment > Other	≫
	5	0.00%	0.005	0			
	5	%		0			
	0	0.00%	0.005	0			

4/4 item(s)

Find Campaign [containing ▾] [____] ≫

1   Go to page # [_] ≫ Show rows: [10 ▾]

Overview
Categorization
Grade
⊝ Feedback Forms
  Languages
⊟ Users' Info New!
  Country
  Browser
  Operating System
  Browser Language
  Screen Resolution
  Color Depth
  Flash Version
  Cookies
Feedback by Page
Google analytics New!
AdWords Campaigns New!

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Feedback Coming from [All Instances ▼]

Show data in [English ▼] | Search Feedback

Feedback Inbox

| page info ▼

Edit | Reply to Users | Delete | Export | [Received] [Unlimited] | More Actions ▼

Select: All, None, Read, Unread, Flagged, Unflagged

- Unread Feedback 18

Feedback Analytics

Feedback Inbox
- Pre-saved searches
  - By Status
  - By Category
  - By Priority
  - By Reply Status
  - By Grade
  - Flagged

Feedback Account

Sign up

Expand All, Collapse All

	Status	From	Description	Date	
☐	New	dafna.penn@kam...	dafna	Jul 05, 09, 2:54 pm	↗
☐	New	dafna.penn@kam...	enahdf	Jul 02, 09, 2:15 pm	↗
☐	New	idan.sofer@kam...	White coloriest	Jul 01, 09, 5:42 pm	↗
☐	New	dafna.penn@kam...	no paramaeter manual	Jun 30, 09, 2:51 pm	↗
☐	New	dafna.penn@kam...	false	Jun 30, 09, 2:44 pm	↗
☐	New	dafna.penn@kam...	manual pop up	Jun 30, 09, 2:40 pm	↗
☐	New	dafna.penn@kam...	replyt stkjlsktjkr	Jun 30, 09, 10:59 am	↗
☐	New	dafna.penn@kam...	ratz	Jun 29, 09, 11:05 pm	↗
☐	New	dafna.penn@kam...	push hot to the river	Jun 29, 09, 11:02 pm	↗
☐	New	dafna.penn@kam...	chrom now	Jun 29, 09, 9:04 pm	↗
☐	New	dafna.penn@kam...	11111	Jun 29, 09, 7:43 pm	↗
☐	New	dafna.penn@kam...	2222	Jun 29, 09, 7:40 pm	↗
☐	New	dafna.penn@kam...	chrom	Jun 29, 09, 6:13 pm	↗
☐	New	dafna.penn@kam...	flash ie7	Jun 29, 09, 12:21 pm	↗
☐	New	dafna.penn@kam...	flash	Jun 28, 09, 1:38 pm	↗
☐	New	dafna.penn@kam...	auto reply	Jun 28, 09, 1:37 pm	↗
☐	New	dafna.penn@kam...	auto reply	Jun 28, 09, 1:29 pm	↗
☐	New	dafna.penn@kam...	test	Jun 28, 09, 10:40 am	↗
☐	New	sd@sdfs.com	dont send email	Jun 25, 09, 9:44 am	↗
☐	New	dafnap10@hotmail.com	don send auto reply	Jun 24, 09, 3:49 pm	↗
☐	New	dafna.penn@kam...	en - not default but text is	Jun 24, 09, 3:46 pm	↗
☐	New	dafna.penn@kam...	auto hab	Jun 24, 09, 3:31 pm	↗
☐	New	dafna.penn@kam...	blk	Jun 24, 09, 3:14 pm	↗
☐	New	dafna.penn@kam...	NICE	Jun 24, 09, 3:13 pm	↗
☐	New	dafna.penn@kam...		Jun 23, 09, 12:39 pm	↗

25/453 Feedback item(s), 4 unread

1 | 2 | 3 | 4 . | Next   Go to page [ ]   »   Show rows [25 ▼]

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Search Feedback

Feedback Coming from | All Instances ∨ | ⊠ | Received | Unlimited ▶ | Show data in English ∨ | ⊠ | page info ∧

- Unread Feedback: 30

[Feedback review tabs]

My Account

Company and Website Information

Contact Information

Payment

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Company and Website Information

This page allows you to keep the Kampyle system up to date with regard to the information on your company. Keeping this section up to date will help you to get the most out of the Kampyle system.

* Company Name: | kampyle |

Category: | Travel | ∨

Sub Category: | Airlines | ∨

Company Logo: | | Browse...

jpg format only, dimensions should not exceed 200x200 pixels, not to more than 50Kb in size. After updating the logo refresh the page.

* URL: | http://myfeedbackforyou.com |

* mandatory fields

Save ≫   Cancel

Kampyle Feedback Analytics

Home | Blog | Like Support | Forums

Management Application | All Instances

Feedback Coming from

Received | Unlimited | Show data in | English | page info ^

Search Feedback

- Unread Feedback: 30

Feedback Analytics

Feedback Inbox

Feedback Form

My Account

Company and Website Information

Contact Information

Payment

Settings

Company and Website Information

This page allows you to keep the Kampyle system up to date with regard to the information on your company. Keeping this section up to date will help you to get the most out of the Kampyle system.

* Company Name: kampyle

Category: Travel

Sub Category: Airlines

Company Logo: [Browse...]

jpg format only, dimensions should not exceed 200x200 pixels, nor be more than 50Kb in size. After updating the logo refresh the page.

* URL: http://myfeedbackforyou.com

* mandatory fields

[Save »]   [Cancel]

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Feedback Coming from: All Instances ▼ | 🔒 Received | Unlimited ▼ | Show data in English ▼ 🔒 | Search Feedback 🔍

🖼 | page Info ^

- Unread Feedback: 30

Feedback analysis «
Feedback to do «
Feedback stats 🖼
My Account 🖼
  Company and Website Information
  Contact Information
  Payment
Settings «

Contact Information

This page allows you to keep the Kampyle system up to date with regard to your contact details. Keeping this section up to date will help you to get the most out of the Kampyle system.

* Full Name: myfeedbackforyou@   Title: Mr. ▼

Email: myfeedbackforyou@kampyle.com

Send me reports about my website's feedback activities: On a daily basis ▼

Password: Click here to change your password.

Title/Position: CEO/President ▼

Click here to change your login.

* Security Question: What is your mother's maiden name? ▼

* Your Answer: answer   Must be at least 3 characters long.

Street Adress 1: hagdud erusi

Street Adress 2: moshe

Country: Israel ▼   State/Province: None ▼

Postal Code:

* Phone: 1213141516   Additional Phone:

☑ Subscribe to Kampyle's newsletter

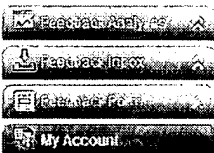* mandatory fields

Save >>   Cancel

VeriSign Secured
ABOUT SSL CERTIFICATES

Give Feedback

Home | Management Application | Blog | Leave Special | Tour | Me

Feedback Coming from [All Instances ▾] 🔋 Received [Unlimited ▾] | Show data in [English ▾] 🔋 [Search Feedback] 🔍

Payment

Current service package: Kampyle for Websites v2.0 Platinum Package

LIVE HELP

- Unread Feedback: 30

Feedback Analytics ⌃
Feedback Inbox ⌃
Manage Forms ⌃
My Account ⌃

Company and Website Information
Contact Information
Payment

Settings ⌃

You are currently using the Kampyle for Websites v2.0 Platinum Package service package. Click here to [upgrade ➤] or contact us at sales@kampyle.com

How does the Free service package work?

Kampyle offers you several service packages at different costs and billing cycles, among which is the Free package. The Free package is a free service that will allow you to enjoy up to 50 feedback items a month for an unlimited amount of time. The service is limited in features, but will allow you to get acquainted with Kampyle, as well as assess which Kampyle service package is right for you. The Free Package is not, however, a "Trial Version" per se, since it is not limited in time

What is the Special Registration Bonus?

The Special Registration Bonus is a gift from Kampyle to our newest users, aimed to congratulate them for joining Kampyle. The bonus consists of giving our new registrants 1000 free feedback items for a timeframe of 15 days from the registration date. This means that in the first 15 days since registration, new users can enjoy up to 1000 feedback items . Once users have reached 1000 feedback items, or 15 days have gone by, the user's account will become standard Free package.

What is the "Special Offer" mentioned in the payment section?

Kampyle offers its customers a special offer: get 2 months free! You can choose to pay one annual fee in advance, and pay for 10 months instead of 12. You can, of course, choose the monthly payment, and be charged the selected monthly fee.

Will I be able to change my service package in the future?

Kampyle will allow you to upgrade your service package at any time, and the upgrade will take effect immediately. You are also allowed to downgrade your service package at any point, however, the downgrade will only take effect at the end of the billing cycle. Thus, the downgrade will only affect your next payment to Kampyle, and not the present one.

What type of payments does Kampyle take?

Payments to Kampyle are made exclusively through PayPal. Using PayPal, you have the possibility to pay using your PayPal account, or with you credit card. In addition, you are offered the option to choose between paying on a monthly basis, or on an annual basis. You can read more on the subject in Kampyle's Billing Policy page

If I purchase an account, can I use Kampyle on more than one website?

The capability to manage multiple websites in one Kampyle account is currently being developed. If you own more than a single website and require a solution, please contact us at sales@kampyle.com.

Where can I review your terms of service, privacy policies and billing policies?

All of these documents are accessible through Kampyle's website. For you convenience, here are our Terms of Use, our Privacy Policy and our Billing Policy documents.
If you have any questions please contact us at support@kampyle.com.
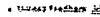
Read our Billing Policy

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Kampyle Feedback Analytics

Service Package Selected

Website Tour > Service Package > Package Order > Checkout > Summary

Current service package: Kampyle for Websites v2.0 Platinum Package

LIVE HELP

Select your Service Package level

Most recommended

Number of Monthly Visible Feedback Items	50	200	550	1000	2000
Management Application	✓	✓	✓	✓	✓
Reply to Users	✓	✓	✓	✓	✓
Reports	W	D/W/M	D/W/M	D/W/M	D/W/M
Actively Ask for Feedback	✓	✓	✓	✓	✓
Actively Ask for Feedback - advanced settings		✓	✓	✓	✓
Feedback Form Customization	✓	✓	✓	✓	✓
Number of Customized Feedback Forms	1	3	5	7	10
Languages Supported	1	3	5	7	10
Branded Feedback Form		✓	✓	✓	✓
User Info (Browser, OS, IP address, etc.)		✓	✓	✓	✓
Data Export to Excel and XML		✓	✓	✓	✓
Google Analytics and Kampyle Mashup		✓	✓	✓	✓
Support		✓	✓	✓	✓
Advanced Account Settings		✓	✓	✓	✓
Auto reply email customization		✓	✓	✓	✓
Secured Access to Management Application		✓	✓	✓	✓
Feedback Form on Secured Pages		✓	✓	✓	✓
Integration with Website's Existing Users		✓	✓	✓	✓
Custom 'From' name and 'Reply to' email address		✓	✓	✓	✓
Automatic Forwarding		✓	✓	✓	✓
Advanced reporting (including Google Analytics)			✓	✓	✓
Modify the Mandatory Sections of the Feedback Form			✓	✓	✓
Feedback Analysis on Google AdWords				✓	✓
Priority Support				✓	✓
Developer API				✓	✓
Monthly price	Free	$89	$249	$399	$599

Need a bigger plan? Contact us at sales@kampyle.com

Next > | Cancel

How does the Free service package work?

What is the Special Registration Bonus?

What is the "Special Offer" mentioned in the payment section?

Will I be able to change my service package in the future?

What type of payments does Kampyle take?

If I purchase an account, can I use Kampyle on more than one website?

Where can I review your terms of service, privacy policies and billing policies?

Read our Billing Policy

Kampyle Feedback Analytics

Home | Management Application | Blog | June 9, 2009 | Forums

Feedback Coming from [All Instances ▼] | [✓] Received [Unlimited ▼] | Show data in [English ▼] [✓] | Search Feedback

LIVE HELP

- Unread Feedback: 30

Feedback Analytics «
Feedback InBox «
Feedback Form «

My Account

Company and Website Information
Contact Information
Payment

Settings «

Review Order

Website Type » Service Package » Review Order » Checkout » Summary

Review your order

Order Details

	Price
Service Package	
Kampyle for Websites v2.0 Silver Package	$249 per month
VAT	$41.09 Per month
Total	$290.09 per month

* Kampyle will charge an additional 16.5% VAT if according to Paypal, your country of residence is Israel.

You can change your service package at any time by going through this wizard again
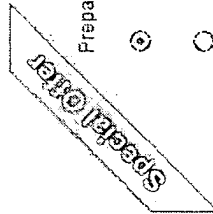
Special Offer

Prepay for 1 year and get 2 months free and save $498

⦿ No, thanks, please bill me $249 per month

◯ Yes, I'll take the special offer

‹ Back

Proceed to Check out › | Cancel

VeriSign Secured
VERIFY ›
ABOUT SSL CERTIFICATES

Give Feedback

Kampyle Feedback Analytics

Home | Management Application | Blog | Live Support | Forums

| page info ^

Search Feedback

Show data in English

Feedback Coming from All Instances

Received Unlimited

- Unread Feedback: 10

Feedback Analytics

Feedback Editor
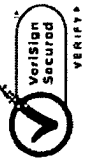
Feedback Form

My Account

Settings

Advanced Settings

☐ Email Settings

General

Feedback Forwarding

Partners Settings

Advanced Settings

This page allows you to manage your Kampyle account's advanced settings.

Time Zone

Define the time zone of your Feedback Analytics account

(GMT+03:00) Eastern African Time (Africa/Nairobi)

It's important to note that modifying your time zone will only affect data going forward, and will not be applied retroactively. You may notice a flat spot or a spike in feedback charts around the time that you updated your time setting. This is caused by a time shift forwards or backwards, respectively. In addition, your feedback analytics data may refer to the old time zone for a short period after you update your settings, until our servers have processed the change.

Stored Personal Data

☐ Do not store users' IP address upon feedback submission

Save >>   Cancel

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Kampyle Feedback Analytics

Home | Management Application | Blog | Live Support | Forums

Show data in [English ▼] [?] | Search Feedback 🔍

Feedback Coming from [All Instances ▼] [?] Received | Unlimited [►]

Email Settings

This page allows you to manage Kampyle's email settings. Kampyle's email settings allow to customize elements of the emails sent from Kampyle to your users.

Default From Name: [kampyle]

Choose the name that will appear in the "From" field of emails sent from Kampyle to your users.

Reply To email:

Your users' replies to Kampyle emails will go to this email address

⊕ Add Email

Email Address and Status

Default	Email Addresses	Status	As of	Action
◉	daina.penn@kampyle.com	Address Verified	May 19, 09	✕

Refresh

[Save »] [Cancel]
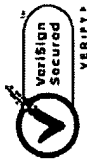
- Unread Feedback: 20

Feedback Analytics ⚒
Feedback Inbox ⚒
Feedback Form ⚒
My Account ⚒

Settings

Advanced Settings

⊟ Email Settings
  General
  Feedback Forwarding

Partners Settings

VeriSign Secured VERIFY
ABOUT SSL CERTIFICATES

Kampyle Feedback Analytics

Welcome, myfeedbackforyou@kampyle.com | Sign Out

Home | Blog | Live Support | Forums

Management Application | All Instances

Feedback Coming from | All Instances | Received | Unlimited | Show data in | English | Search Feedback

- Unread Feedback: 30

Feedback Analytics

Feedback Inbox

Feedback Setup Form

My Account

Settings

Advanced Settings

Email Settings

General

Feedback Forwarding

Partners Settings
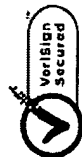
Automatic Feedback Forwarding

This page allows you to configure Kampyle to automatically forward feedback items directly to selected email addresses. This is done through "rules" which you are required to create in order to define which feedback will be forwarded to whom and when.

Automatic Forwarding of Feedback Items to Email
Create rules to automatically forward feedback items by email

Add Rule
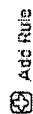
Automatic Forwarding Rules

Activate	Rule Description	Frequency	Edit	Delete
☑	New Rule	Real Time	edit	✕
☑	New daily Rule	Once a day (midnight)	edit	✕
☑	New weekly Rule	Once a week (Monday 8:00am)	edit	✕

Save »   Cancel

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Management Application | Blog | Live Support | Forums

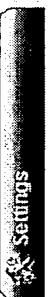| Feedback Coming from | All Instances | ▾ ❓ | Received | Unlimited | ▾ | Show data in | English ▾ ❓ | Search Feedback ⌕ |

- Unread Feedback: 20

Feedback Analytics
Feedback Inbox
Feedback Board
Configure
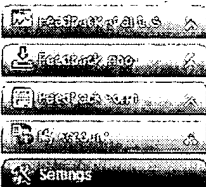
Settings

Advanced Settings
☐ Email Settings
   General
   Feedback Forwarding
Partners Settings

Automatic Feedback Forwarding

This page allows you to configure Kampyle to automatically forward feedback items directly to selected email addresses. This is done through "rules" which you are required to create in order to define which feedback will be forwarded to whom and when.

Edit existing rule

General

Rule Description: | New Rule |

Which feedback items would you like to forward?

Categories.
- ☐ ☑ All
  - [+] ☑ Bug
  - [+] ☑ Product info
  - [+] ☑ Suggestion
  - [+] ☑ Compliment
  - [+] ☑ Other

Less options ..

Feedback coming from:
| All Instances |
| Default Form |
| Active with hebrew |
| Customized Form (22/01/09 18:29:45) |
| English with all categories |
| Customized Form (05/02/09 12:43:55) |
| japanese words |

Hold Ctrl to select several items
Hold Shift to select a range

Languages:
| All languages |
| English |
| French |
| Spanish |
| German |
| Hebrew |
| Arabic |

Hold Ctrl to select several items.
Hold Shift to select a range.

Description. | All items | ▾ |
Email: | All items | ▾ |
Submission Method: | All items | ▾ |
Grade: | All items | ▾ |
URL: | All items | ▾ |

Configure the alert's content and settings

☑ Include user information in email (Browser, OS Platform, IP Address, etc.)

☑ Enable direct-reply to users.

Less options...

What would you like to do with the feedback items?

Forward the items to:
| ☐ Me (myfeedbackforyou@kampyle.com) |
| ☑ dafna.penn@kampyle.com |

This list is populated with all email addresses previously verified in this account. Click here to add/remove emails from this list.

Frequency. | Real Time | ▾ |

☐ Mark forwarded items as read (in your Kampyle Feedback Inbox).

[Save] [Cancel]

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VERIFY ►
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Content Square 1004   Content Square V Medallia Inc.   IPR2022-00316

Kampyle Feedback Analytics

Home | Management Application | Blog | Live Support | Forums

Welcome, myfeedbackforyou@kampyle.com | Sign Out

Feedback Coming from All Instances ▼

Received Unlimited ▼ | Show data in English ▼ 🔲 | Search Feedback 🔍

🔲 | page info ∧

- Unread Feedback: 50

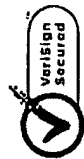Feedback Analytics
Feedback Report
Feedback Stream
MI Account

Settings

Advanced Settings
Email Settings
General
Feedback Forwarding
Partners Settings

Partners Settings

This page allows you to manage the Kampyle partners settings. With Kampyle partners, you can enhance the Kampyle Feedback Analytics Platform with additional data.

Google Analytics

✓ Access to Google Analytics was granted on June 29, 2009, for the following accounts:
   • www.haveaview.com/

Revoke access

Kampyle also offers a Firefox extension that enables you to view Kampyle's Feedback data in Google Analytics' interface. Click here to learn more.

Save ≫   Cancel

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![Kampyle Feedback Analytics logo]

Welcome, myfeedbackforyou@kampyle.com | Sign Out

Home | Management Application | Blog | Live Support | Forums

Feedback Coming from [All Instances ▾] 🔘 Received [Unlimited ▾] | Show data in [English ▾] 🔘 | [Search Feedback 🔍]

- Unread Feedback 30

Feedback Analytics »
Feedback Inbox »
Feedback Form »
My Account »
Settings

Advanced Settings
Email Settings
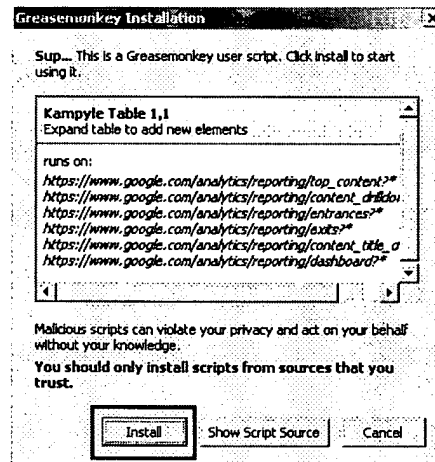 General
  Feedback Forwarding
Partners Settings

Partners Settings

🖨 | page info ⌃

This page allows you to manage the Kampyle partners settings. With Kampyle partners you can enhance the Kampyle Feedback Analytics Platform with additional data.

Installation instructions for the Kampyle Google Analytics extension (Beta)

1️⃣ Install Greasemonkey FireFox extension from here.

2️⃣ Get the Kampyle script here.

3️⃣ On the Greasmonkey installation window press 'Install'.

Greasemonkey Installation [X]

Sup... This is a Greasemonkey user script. Click install to start using it.

Kampyle Table 1,1
Expand table to add new elements

runs on:
https://www.google.com/analytics/reporting/top_content?*
https://www.google.com/analytics/reporting/content_drilldor
https://www.google.com/analytics/reporting/entrances?*
https://www.google.com/analytics/reporting/exits?*
https://www.google.com/analytics/reporting/content_title_o
https://www.google.com/analytics/reporting/dashboard?*

Malicious scripts can violate your privacy and act on your behalf without your knowledge.
You should only install scripts from sources that you trust.

[Install] [Show Script Source] [Cancel]

4️⃣ Make sure your Greasemonkey is enabled.

Greasemonkey is enabled.

[Finish »]

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Give Feedback

Welcome myfeedbackforyou@kampyle.com | Sign Out

| Feedback Coming from | All Instances | ▾ 🔲 | Received | Unlimited | ▾ | | Show data in | English ▾ 🔲 | | Search Feedback ⚲ |

Feedback Inbox

📧 | page info ⌄

Reply to User - Compose your Message

☒   OFF

Collapse All

From Name: | kampyle

Use a name that your users can instantly recognize, such as your company name.

Reply to: | dafna.penn@kampyle.com ▾

Your users' replies will go to this email address.
Click here to add/remove e-mails from this list.

Bcc: | dafna.penn@kampyle.com ✕

* Up to 5 other email addresses may be entered separated by a comma ",".

Subject: | kampyle Feedback Response

Comment:
Hello,

Thank you for submitting your feedback on http://myfeedbackforyou.com.

We are happy to inform you that we have reviewed your feedback.

Based on your feedback we were able to improve our website to give you and the other users a better service.

Thank you for using http://myfeedbackforyou.com!

☑ Include the user's feedback description in the email
☐ Send me a copy

(Send) (Cancel)

English

Item ID:	474		OS Platform:	Windows XP	Screen Resolution:	1280x1024
Priority:	Medium		IP Location:	Israel	Color Depth:	32
			IP Address:	81.218.143.239	Flash Version:	10.0 r22
			Cookies Enabled:	Yes		

Reply To User | Edit | Delete

☐	New	dafna.penn@kam...	false	Jun 30, 09, 2:44 pm ⚑
☐	New	dafna.penn@kam...	manual pop up	Jun 30, 09, 2:40 pm ⚑
☐	New	dafna.penn@kam...	reply! stkjisktjlkr	Jun 30, 09, 10:59 am ⚑
☐	New	dafna.penn@kam...	ratz	Jun 29, 09, 11:06 pm ⚑
☐	New	dafna.penn@kam...	push lior to the river	Jun 29, 09, 11:02 pm ⚑
☐	New	dafna.penn@kam...	chrom now	Jun 29, 09, 9:04 pm ⚑
☐	New	dafna.penn@kam...	dont send email	Jun 29, 09, 7:48 pm ⚑
☐	New	dafna.penn@kam...	11111	Jun 29, 09, 7:40 pm ⚑
☐	New	dafna.penn@kam...	2222	Jun 29, 09, 6:13 pm ⚑
☐	New	dafna.penn@kam...	chrom	Jun 29, 09, 12:21 pm ⚑
☐	New	dafna.penn@kam...	flash ie7	Jun 28, 09, 1:38 pm ⚑
☐	New	dafna.penn@kam...	flash	Jun 28, 09, 1:37 pm ⚑
☐	New	dafna.penn@kam...	auto reply	Jun 28, 09, 1:28 pm ⚑
☐	New	dafna.penn@kam...	auto reply	Jun 28, 09, 10:40 am ⚑
☐	New	sd@sdfs.com	test	Jun 25, 09, 9:44 am ⚑
☐	New	dafnap10@hotmail.com	dont send email	Jun 24, 09, 3:49 pm ⚑
☐	New	dafna.penn@kam...	don send auto reply	Jun 24, 09, 3:46 pm ⚑
☐	New	dafna.penn@kam...	en - not default but text is	Jun 24, 09, 3:31 pm ⚑
☐	New	dafna.penn@kam...	auto heb	Jun 24, 09, 3:14 pm ⚑
☐	New	dafna.penn@kam...	תודה	Jun 24, 09, 3:13 pm ⚑

25/464 Feedback Item(s) **3 unread**   1|2|3|4..|Next   Go to page 7   ≫   Show rows 25 ▾

VeriSign Secured
VERIFY
ABOUT SSL CERTIFICATES

Kampyle Feedback Analytics

Welcome, myfeedbackforyou@kampyle.com | Sign Out

Home | Management Application | Blog | Support | Forums

Feedback Coming from: All Instances | Received | Unlimited | Show data in: English | Search Feedback | page info ▾

Feedback Inbox

Edit | Reply to Users | Delete | Export | More Actions ▾

Select: All, None

View Filter is OFF

Expand All, Collapse All

	Status			Date
☐	New		dafna.penn@kam...	false	Jul 05, 09, 4:36 pm
☐	New		dafna.penn@kam...		Jul 05, 09, 2:54 pm
☐	New		dafna.penn@kam...	manual pop up	Jul 02, 09, 2:15 pm
☐	New		dafna.penn@kam...	reply: sdkjlsktjlkr	Jul 01, 09, 5:42 pm
☐	New		dafna.penn@kam...	ratz	Jun 30, 09, 2:51 pm
☐	New		dafna.penn@kam...	push licrto the river	Jun 30, 09, 2:44 pm
☐	New		dafna.penn@kam...	chrom now	Jun 30, 09, 2:40 pm
☐	New		dafna.penn@kam...	dont send email	Jun 30, 09, 10:59 am
☐	New		dafna.penn@kam...	11111	Jun 29, 09, 11:06 pm
☐	New		dafna.penn@kam...	2222	Jun 29, 09, 11:02 pm
☐	New		dafna.penn@kam...	chrom	Jun 29, 09, 9:04 pm
☐	New		dafna.penn@kam...	flash ie7	Jun 29, 09, 7:43 pm
☐	New		dafna.penn@kam...	flash	Jun 29, 09, 7:40 pm
☐	New		dafna.penn@kam...	auto reply	Jun 29, 09, 6:13 pm
☐	New		dafna.penn@kam...	auto reply	Jun 29, 09, 12:21 pm
☐	New		sd@sdfs.com	test	Jun 28, 09, 1:38 pm
☐	New		dafnap10@hotmail.com	dont send email	Jun 28, 09, 1:37 pm
☐	New		dafna.penn@kam...	don send auto reply	Jun 28, 09, 1:29 pm
☐	New		dafna.penn@kam...	en - not default but text is	Jun 28, 09, 10:40 am
☐	New		dafna.penn@kam...	auto heb	Jun 25, 09, 9:44 am
☐	New		dafna.penn@kam...	10K	Jun 24, 09, 3:49 pm
☐	New		dafna.penn@kam...		Jun 24, 09, 3:46 pm
☐	New		dafna.penn@kam...		Jun 24, 09, 3:31 pm
☐	New		dafna.penn@kam...		Jun 24, 09, 3:14 pm
☐	New		dafna.penn@kam...		Jun 24, 09, 3:13 pm

25/454 Feedback item(s), 3 unread

1 | 2 | 3 | 4 | Next   Go to page [ ]   >>   Show rows: [25]

Select Export Format:

○ Export selected items
◉ Export all items in this view

◉ Microsoft Excel (.csv) file
○ XML file

[Export]   [Cancel]

- Unread Feedback: 30

Feedback Analytics

Feedback Inbox
Feedback Inbox
⊟ Pre-saved searches
  ⊞ By Status
  ⊞ By Category
  ⊞ By Priority
  ⊞ By Reply Status
  ⊞ By Grade
   Flagged

Feedback Form
Get Kampyle
Settings

VeriSign Secured
ABOUT SSL CERTIFICATES

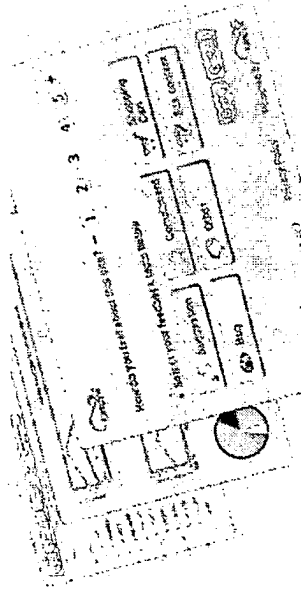About Us | Terms of Use | Privacy Policy | Contact Us

Live Support

Kampyle Feedback Analytics

Website Feedback Form

Get it now, Set up takes only 5 minutes

15,000 customers | 8,000,000 Feedback Forms | 60 Languages

"Kampyle combines the ease-of-use, feature-rich
tool B&H Photo-Video needs..."

Henry Posner | B&H Photo-Video

B&H

Get a Feedback Form for Your Website Today!

Listen and react to your customers' feedback.

Kampyle for Websites is a powerful on-demand
solution to collect, analyze and manage your website
visitors' feedback.

Discover how Kampyle lets you leverage valuable
customer feedback to:

- Increase conversion rates
- Reduce customer attrition
- Improve customer satisfaction and loyalty

It's quick and easy to set up. In just a few minutes,
your customized feedback form will be ready.

Start Here:

Full Name:

Email:

Url:
http://
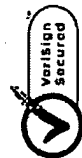
Get it now!

All Fields are required

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Give Feedback

Kampyle Feedback Analytics

Home | Services | Solutions | Company | Blog | Help | Customer Login

Registration - Software Installation Feedback Analytics

Register now for our FREE version - a powerful service for websites who want to get feedback and improve. Kampyle also offers advanced packages for websites who want to enjoy the full power of Kampyle Feedback Analytics. You don't need to decide now. You can always choose to upgrade your free version in the future.
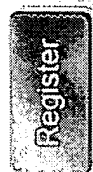
User Information

* Full Name: kampyle_test_sifa_screen@kampyle.com

* Email: kampyle_test_sifa_screen@kampyle.com

Download URL Info

* Primary
Download URL: http://kampyle_test_sifa_screen@kampyle.com

[Register]

* Mandatory fields

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New to Kampyle
- Live Support
- View Demo
- Contact Sales
- Support Forum

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Give Feedback

Kampyle Feedback Analytics

Home | Services | Company | Blog | Help | Customer Login

Welcome, Guest | Sign In

New to Kampyle
- Live Support
- View Demo
- Contact Sales
- Support Forum

Registration - Software Installation Feedback Analytics

Please complete your registration.

User Information

* Full Name: [kampyle_test_sifa_screen@kampyle.com]

* Email: [Kampyle_test_sifa_screen@kampyle.com]

* Password: [   ] Must be at least 6 characters long

* Confirm Password: [   ]

* Security Question: [What is your mother's maiden name? ▼]

* Your Answer: [   ] Must be at least 3 characters long

Street Address 1: [   ]

Street Address 2: [   ]

Country: [None ▼]

State/Province: [None ▼]

Postal/Zip code: [   ]

* Phone: [   ]

Company Information

* Company Name: [   ]

* URL: [   ]

Additional Information

☐ I agree to the Terms and Conditions for using Kampyle

☑ Subscribe to Kampyle's newsletter

* Mandatory fields

[Create Account]

By registering you request account to receive updates and marketing materials, you may notify Kampyle, at any time, of your request to cancel your approval for such delivery and stop receiving such materials, by sending an e-mail to Kampyle to the address appearing on the "Contact Us" in the Kampyle website.

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Feedback Coming from | No Instances ⌄ | 🔲 Received | Unlimited | ▼ | Show data in | English ⌄ | 🔲
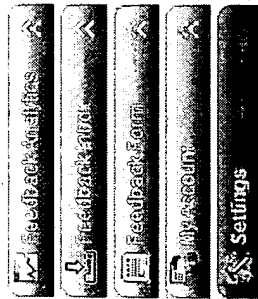
Search Feedback | 🔍

🖫 | page info ⌃

Feedback Form Customization

Add the Feedback Form to your software

Choose a feedback type for your software (Installation Cancel or Uninstall) and create your own landing page and feedback form with the customization wizard.

○ Create a Feedback Form for Installation Cancel
◉ Create a Feedback Form for Uninstall

Next >
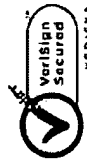
- Feedback Analytics
- Feedback Index
- Feedback Form
- My Account

⚙ **Settings**

Advanced Settings

☐ Email Settings

    General

    Feedback Forwarding

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Feedback Coming from [No Instances ▼] 🔲 Received [Unlimited ▼] | Show data in [English ▼] 🔲

Search Feedback 🔍

🖼 | page Info ∧

Feedback for Analytics

Feedback Location

Feedback Form

Be a resource

⚙ Settings

- Advanced Settings
- ⊟ Email Settings
  - General
  - Feedback Forwarding

Feedback Form Customization

Design > Categories > Sub-Categories > Landing Page > Get Embed Url

Customize your Feedback Form design

Customize Your Feedback Form with your choice of Color Theme, logo and grading icons to make it feel more integrated with your site

Select the Feedback Form's language: [English] This will indicate to the system which language you use during this wizard in all places where you enter text. Once you've completed the wizard, you can translate your form to additional languages.

Choose a color theme: ⦿ Predefined Themes: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

○ Customize your theme: Click Here!

Add your logo: [Browse...]

Jpg/Gif/Png format only, dimensions should not exceed 78x25 pixels, nor be more than 200Kb in size.

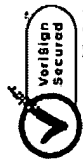Define the grading's opening question: [How did the installation make] up to 80 characters

Select the grading icons style: [Classic Faces ▼]

< Back

Next > | Cancel

Preview »

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Feedback Coming from [No Instances ▾] [?] Received [Unlimited ▾] | Show data in [English ▾] [?] | Search Feedback Q

🖨 | page info ^

Feedback Form Customization

Design » Categories » Sub-Categories » Landing Page » Get Embed Url

Preview »

Define up to 6 Feedback categories

In order to help you collect the best data from your users, Kampyle enables you to determine which topics are relevant to your website and define them as Categories on the Feedback Form. You can use the Categories in order to help your users easily submit relevant feedback on your website. Please note that categories you create will appear in future instances that you initiate, and that changes made to categories will affect them in other instances as well.

⊞ Add Category

Select categories from the following list or create your own.

[?]

Activate	Category		Category Icon (Optional)		Order [?]	Delete
☑	Installation Process	Up to 28 characters	View	Remove	0 ▾	✕
☑	Other Concern	Up to 28 characters	View	Remove	1 ▾	✕
☑	Suggestion	Up to 28 characters	View	Remove	2 ▾	✕

< Back

Next > | Cancel

Advanced Settings

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  Feedback Forwarding

🛠 Settings

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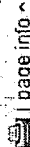Feedback Coming from | No Instances ∨ | 🔲 | Received | Unlimited | ▶ | Show data in | English ∨ 🔲 |

Search Feedback 🔍

🖨 | page info ∧

Feedback Form Customization

Design > Categories > Sub-Categories > Landing Page > Get Embed Url

Customize Your Feedback Form Sub-Categories

In order to help you collect the best data from your users, Kampyle enables you to determine which issues are relevant to your website and define them as Sub Categories on the Feedback Form. You can use the Sub Categories to help your users easily submit relevant feedback on your website. Users will then be reporting feedback by selecting a Category, followed by a Sub Category, for example: Bug > Browser not supported.

Define Up To 10 Feedback Form Sub-Categories For The Category:

➤ Installation Process

⊕ Add Sub-Category

Add your own sub-categories

Activate	Sub-Category	Order ❓	Delete
☑	Too long	1 ∨	✕
☑	Generating error mess	2 ∨	✕
☑	Affects my computer	3 ∨	✕
☑	Other	4 ∨	✕

« Back

Next > | Cancel

Preview »

Feedback analytics ✕

Feedback Inbox ✕

Feedback Form ✕

Share count ✕

Settings

Advanced Settings

⊟ Email Settings

  General

  Feedback Forwarding

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Give feedback

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Search Feedback

Feedback Coming from | No Instances | ☑ Received | Unlimited | Show data in | English ☑ | ☑ |

☐ | page info ^

Feedback Form Customization

Design > Categories > Sub-Categories > Landing Page > Get Embed Url

Preview »

Add the Feedback Form Button To Your Software

Follow the steps on this page to add the feedback form to your software

① Copy and paste the code into your software where you would like to trigger the feedback collection.
This is the address your should point the user's browser to.

`http://www.kampyle.com/sifa/?id=577940427489`

② Append the Wizard Step parameter (indicating in which step of the wizard the user abandoned installation) to the above link,
as explained in the relevant Forum post

Need help?

Contact us and we'll help you add the code to your website.

Live Support or email support@kampyle.com

< Back

Finish > | Cancel

Feedback Analytics

Feedback Filter

Feedback Info

Job Request

Settings

Advanced Settings

☐ Email Settings

General

Feedback Forwarding

VeriSign Secured

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Give feedback

Kampyle Feedback Analytics

Welcome: myfeedback@tyco-media@medeast.com | Sign Out

Feedback Coming from [All Uninstall Instances ▼] 🔒   Received [Unlimited ▼] | Show data in [English ▼] 🔒   [Search Feedback 🔍]

Feedback Form Customization

Manage Your Feedback Forms

You can use several Feedback Form instances for separate subdomains, tailored to them, till proprietaries. Each Feedback Form can be customized to match the specific needs of each application, thus allowing you to match the Feedback Form to your goals.

🔲 Add Feedback Form Instance

Instance Name: [Uninstall Form (Feb 19, 09, 8:14 am)]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name [Inst. Cancellation bug!]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name [Inst. Cancellation Form (Feb 24, 09, 4:41 pm)]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name [Inst. Cancellation Form (Mar 16, 09, 11:36:58 pi]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name [Inst. Cancellation Form (Mar 16, 09, 11:36:50 pi]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name: [Uninstall Form (Mar 16, 09, 11:39:45 pm)]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name [Inst. Cancellation Form (Mar 17, 09, 3:08:59 am]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name [mozilla]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name: [Uninstall Form (May 07, 09, 4:49:56 am)]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Instance Name [Inst. Cancellation Form (May 07, 09, 5:07:28 am]   **Preview →→**
- Edit
- Delete
- Rename
- Duplicate
- Embed URL
- Landing Page
- Translate
- Auto reply Email

Your Private Key is: Kampyle_7761_c8CHDXU.html

Do you want your registered users to be recognized by the Kampyle system when providing feedback on your software? Use your private key - learn more about this on our forum.

Accessible   Terms of Use | Privacy Policy | Contact Us

Content Square 1004   Content Square v Medallia Inc.   IPR2022-00316

Installation Cancelled

Your Feedback is important to us!

Would you be willing to give us a short (1 minute) feedback?

| Yes | No |

Thank you for helping us improve our service

Privacy Policy
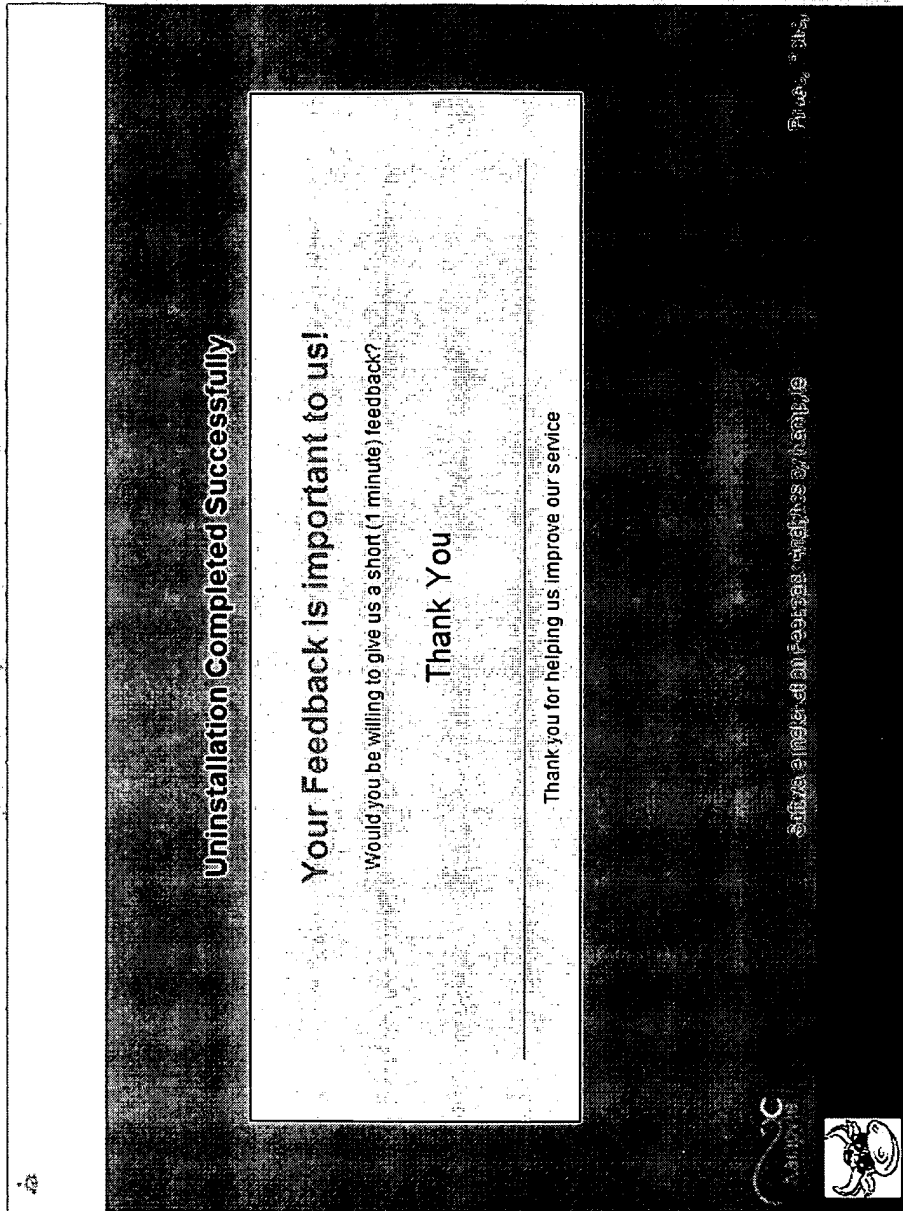
Software installation Feedback Analytics by Kampyle

Kampyle

Uninstallation Completed Successfully

Your Feedback is important to us!

Would you be willing to give us a short (1 minute) feedback?

| Yes Please | No Thank you |

Thank you for helping us improve our service

Software Installation Feedback Analytics by Kample

Privacy Policy

Installation Cancelled

Your Feedback is important to us!

Would you be willing to give us a short (1 minute) feedback?

Thank You

Thank you for helping us improve our service

Privacy Policy

Software installation Feedback Analytics by Kampyle

Kampyle

Uninstallation Completed Successfully

Your Feedback is important to us!

Would you be willing to give us a short (1 minute) feedback?

Thank You

Thank you for helping us improve our service

Kampyle Feedback Analytics

Welcome, myfeedbackforyou-mozila@mailinator.com | Sign Out

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Feedback Coming from [All Uninstall Instances ▼] 🛈 Received [Unlimited ▼] | Show data in [English ▼] 🛈 | [Search Feedback] 🔍

- Unread Feedback: 2

Feedback Analytics

Feedback Dashboard
Feedback by Page

[Import Software]
[Export Data]
[My Account]
[Settings]

Feedback Dashboard

🖨 | page info ⌃

The Feedback Dashboard provides you with an overview of your entire software in one page. Here, you can gain an understanding of how your users view your software and what types of feedback they submit.
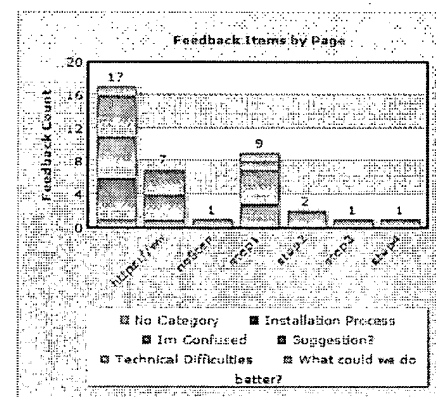
Uninstalls and Feedback Items Per Month

Month

■ Uninstalls ■ Feedback Items ■ Feedback Opens
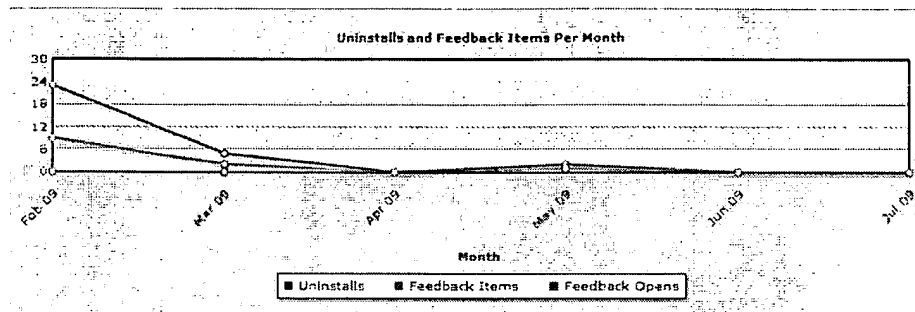
Average Feedback Grade 🛈	Most Reported Feedback 🛈	Number of Feedback Items 🛈
☹ 2.5	Functional > I Have similar software	12 feedback items

Uninstall Based on Time of Usage 🛈

■ 1-2 Days   ■ 2-7 Days   ■ 8-14 Days
□ 15-60 Days   ■ 60-180 Days   □ 180+ Days
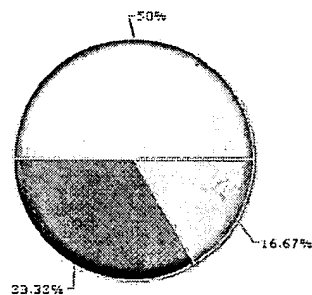
Feedback by Category 🛈

■ Functional ■ Technical □ Suggestion □ No Category
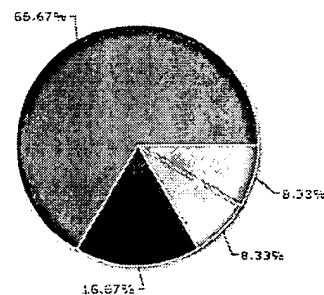
Most Important Feedback - Handle any feedback items under the status of New or In Process

Num.	Category	Feedback Items	% Feedback Items	Avg. Usage Time	Average Grade	More Info
1	Functional > I Have similar software	4	36.4%	42 Days	2	››
2	Functional > I don't know how to use it	2	18.2%	337 Days	1	››
3	Suggestion > Feature request	1	9.1%	-	-	››
4	Functional > Software is too complicated	1	9.1%	-	-	››
5	Technical > Security issue	1	9.1%	97 Days	4	››

Best Available Copy

Kampyle Feedback Analytics

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Feedback Coming from [All Installation Cancellation Instances ▼] ❓ Received [Unlimited ▼] | Show data in [English ▼] ❓ [Search Feedback] ⚲

Feedback Dashboard   🖨 Page Info ⌃

- Feedback Analytics
  - Feedback Dashboard
  - Feedback by Page
- Customization
- Feedback Form
- My Account
- Settings

The Feedback Dashboard provides you with an overview of your entire software in one page. Here, you can gain an understanding of how your users view your software and what types of feedback they submit.

Installation Cancels and Feedback Items Per Month

Legend: ■ Installation Cancels □ Feedback Items ■ Feedback Opens
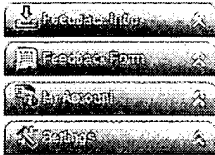
Average Feedback Grade ❓	Most Reported Feedback ❓	Number of Feedback Items ❓
😐 3.2	I'm Confused > Didn't understand instructions	38 feedback items

Feedback by Page ❓

Feedback Items by Page

Legend: ■ No Category ■ Installation Process ■ I'm Confused ■ Suggestion? ■ Technical Difficulties ■ What could we do better?

Feedback by Category ❓

■ I'm Confused ■ Suggestion? ■ Installation Process
□ Technical Difficulties ■ No Category
▨ What could we do better?

36.84%
28.95%
2.63%
2.63%
5.26%
23.68%
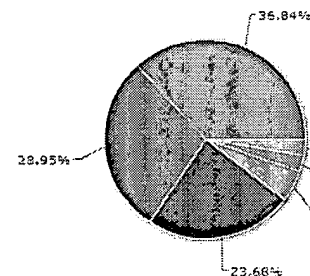
Most Important Feedback - Displays your feedback items in descending order of importance ❓

Num	Category	Feedback items	% Feedback items	Most Reported Page	Average Grade	More info
1	I'm Confused > Didn't understand instructions	7	18.4%	step1	4	>>
2	Installation Process > Taking too long	6	15.6%		-	>>
3	I'm Confused > What about my IE settings?	5	13.2%	🔗 https://www.kampyle.com /alfa/index.php?..	-	>>
4	Suggestion? > Make the download smaller	4	10.5%	🔗 https://www.kampyle.com /alfa/index.php?..	-	>>
5	Suggestion? > Let me choose my language	4	10.5%	step2	1	>>
6	Installation Process > Other	3	7.9%		3	>>
7	Technical Difficulties > Firefox doesn't work	2	5.3%	step1	-	>>
8	I'm Confused > Need more information	1	2.6%		-	>>
9	What could we do better? > next time	1	2.6%	step1	-	>>

Kampyle Feedback Analytics

Home | Websites ...

Welcome, Guest | Sign in

Skip

Feedback Form Analytics Solutions

Kampyle for Websites
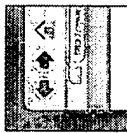
Feedback Form Analytics for Websites

Kampyle for Website is a powerful on-demand solution to collect, analyze and manage your website visitors' feedback.

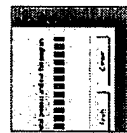Discover how Kampyle lets you leverage valuable customer feedback to:

- Increase conversion rates
- Reduce customer attrition
- Improve customer satisfaction and loyalty

It's quick and easy to set up. In just a few minutes, your customized feedback form will be ready.

Learn More about the benefits of Kampyle for Website

[Get it now!]

Kampyle for Software

Feedback Form Analytics for Software

Kampyle for Software enables software developers to collect and analyze feedback from their users to :

- Increase successful installation rate
- Enhance software usage
- Decrease installation abandonment and software uninstall

Learn More about the benefits of Kampyle for Software

[Get it now!]

"Kampyle was crucial in helping us launch our new Web 2.0 edition of 123Greetings ..."

123 Greetings

123greetings.com

New to Kampyle
- Live Support
- View Demo
- Contact Sales
- Support Forum

News

- Kampyle, the most sophisticated simple website feedback tool on the web
  March 31, 2009

- Kampyle for Websites Celebrates 1st Anniversary
  March 31, 2009

- Kampyle is Partnering with Constant Contact
  March 11, 2009

- Kampyle Partners Up With oDesk
  February 15, 2009

SpeedBit   **SHVOONG**   floor planner

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Give Feedback

Give Feedback

Kampyle **Feedback Analytics**

Live Support
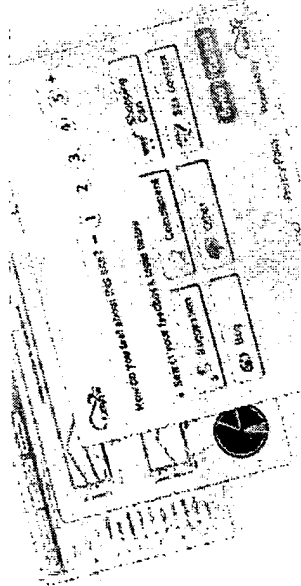
Website Feedback Form

Get it now, Set up takes only 5 minutes

15,000 customers | 8,000,000 Feedback Forms | 60 Languages

Get a Feedback Form for Your Website Today!

Listen and react to your customers' feedback.

Kampyle for Websites is a powerful on-demand solution to collect, analyze and manage your website visitors' feedback.

Discover how Kampyle lets you leverage valuable customer feedback to:

- Increase conversion rates
- Reduce customer attrition
- Improve customer satisfaction and loyalty

It's quick and easy to set up. In just a few minutes, your customized feedback form will be ready.

Start Here:

Full Name:

Email:

Url:
http://

Get it now!

All fields are required

"Kampyle combines the ease-of-use, feature-rich tool B&H Photo-Video needs..."

B&H

Henry Posner | B&H Photo-Video

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Site Map

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- Kampyle for Software

Solutions

- Website Feedback Form
- Software Feedback Form
- Feedback Analytics
- Customer Feedback Form
- Shopping Cart Abandonment Feedback

Company

- About The Company
- Partners

  - Website Service Providers
  - Technology Partners

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Customer Login

Kampyle Feedback Analytics

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Feedback Form and Feedback Analytics

Get Feedback, Get Better!

Kampyle Feedback Analytics helps you get quality feedback about products, services and their experience on your website, as well as a high level understanding of customer satisfaction on a continual level.

Website owners now have the ability to easily create customized feedback forms that can be placed on all pages of their sites.

Information gathered from feedback forms, and the feedback analytics data resulting from it will help you understand not only WHAT happened on your site but also WHY it happened. This provides you with a holistic approach and understanding towards your customers' needs, increase customer satisfaction and loyalty - and ultimately lead to higher revenue and ROI.

Unlike surveys and polling services available today, Kampyle's feedback form provides you with page and website level information. The feedback form's power and structure and the option to customize every aspect of it means that contrary to surveys, Kampyle:

- is non-intrusive and takes the users only few seconds to complete
- Provides high quality and actionable feedback level data regardless of site's size
- Allows connecting the data and getting back to the users that submitted them

(For a more detailed comparison - click here)

Benefit from Kampyle's fully customized feedback forms

When you want answers - you first need to ask the right questions.

The Customization feature is one of the capabilities that make Kampyle stand out as a Feedback Analytics Platform among other services available on the net. Kampyle is all about communication with your online users. With Kampyle's customization capabilities, you can get the most relevant feedback from your users, view and manage it in the way that suits you best and notify them of the actions taken. The more a feedback form is customized to fit the page and the issues remembering it, the more engaging the feedback will have. Using separate, customized feedback forms for the homepage, product pages and shopping carts, for instance, helps an e-commerce site achieve better communication with online users, which then results in increased conversion and ROI.

How does it work?

It all starts with a customized feedback form that is placed on your website. Your website's users can submit feedback using the form, choosing a category and sub-category and writing a short response. With the feedback collected, you can start seeing the results on Kampyle. Here is an example how:

1. Using the feedback form instance filter, you can choose to only view feedback received from a specific feedback form. For example, you can choose to only view feedback received from the feedback form that you placed on shopping carts.

2. Thanks to Kampyle's analytics, you can quickly find out which was the most important feedback issue, for instance, a malfunction in the payment portion.

3. A short drilldown will lead you to the feedback items themselves.

4. Once the issue was addressed, you can send your own company's branded email reply from within Kampyle to each of the users who submitted the feedback.

5. You can now invite users who abandoned shopping carts to come back and finalize their transaction, win them back and increase revenues.

A Robust and Flexible Feedback Form

Enhance the relationship from your website visitors with Kampyle's intuitive and user centric feedback forms that have been especially designed for that purpose.

- Customize the look and feel of your feedback forms to fit your website, brand and sole business needs.
- Create multiple feedback forms and apply them on different locations of your website (home page and inner pages) with the relevant questions for each to a unique purpose.
- The feedback form can be modified, its content, categories can be added and removed without complication at any point and time

A simple and intuitive Feedback Form Customization wizard will quickly guide you through the stages needed to create the best feedback forms for your site. The wizard will help you to quickly design your feedback form, its content, the feedback button's look and function, and much more. Creating a feedback form that is all your own takes only 5 minutes and does not require any coding skills!

New User

Get it free now! Setup takes only 5 minutes

Get it now!

Kampyle Feedback Analytics

Home | Services | Solutions | Company | Blog | Help | Customer Login

Kampyle for Websites

Kampyle for Websites

Kampyle for Software

Website Feedback Analytics

Listen to your Customers. Collect, analyze and manage your website visitor's feedback. Kampyle on-demand (SaaS) application combines:

- Fully customizable feedback form builder
- Powerful reporting and analysis tools
- Easy to use feedback management application

Get it now!

Kampyle's feedback life-cycle includes four main phases:

Collect
Install the Kampyle feedback form on your Website and start receiving feedback from your customers

Analyze
Use the powerful real-time reporting engine to analyze the feedback received

Manage
Identify the changes needed and convert your customer feedback into actions

Communicate
Inform your customer of the improvements you have made and close the feedback loop

Feedback form
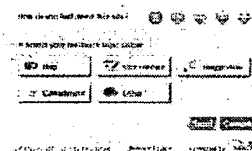
The Kampyle Feedback Form

- Customize the look and feel of your feedback forms to fit your website's, as well as your business needs.
- Create multiple feedback forms for different locations of your website with the relevant questions for each page.
- Maximize the response rate from your website visitors with our intuitive and user friendly feedback forms that have been especially designed for that purpose

Feedback Management Application
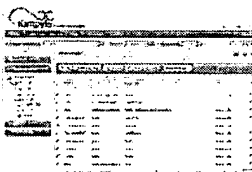
Website Owner Management Application

- The feedback received is automatically organized into categories
- The real time reports let you analyze the data and identify the changes needed
- The built-in response system enables you respond to your customer efficiently

Case Studies:

e-commerce: GetPrice

e-commerce: P1000

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Kampyle for Software

Kampyle for Websites

Kampyle for Software

Software Feedback Analytics:

Kampyle's Software Installation Feedback Analytics feature is aimed at helping software providers understand their users behavior while performing specific actions of unique importance: downloads and uninstall actions of their software. Software Installation Feedback Analytics can help you understand your users better, improve your services, and reduce churn rates.

Register

What is it?

The Software Installation Feedback Analytics feature is an application that has been built on top of the Kampyle Feedback Analytics platform. The aim of the application is to provide the software providers with targeted feedback information on users who have

1. Begun installing the software providers software and have aborted the installation process before completion
2. Chosen to un-install the software providers' software

Software Installation Feedback Analytics will automatically request the users to submit feedback on the reasons which led them to perform either of the above mentioned actions.

How does it work?

1. The users either install an application and abort the installation before completion, or they un-install an existing application.

2. A browser window is opened and asks the user if he would be willing to provide a feedback on the reasons that led his install cancellation or un-install action.

> **Your feedback is important to us!**
>
> Would you be willing to give us a short (1 minute) feedback?.
>
> **YES** | **NO**
>
> Thank you for helping us improve our service

3. If the user agrees to leave a feedback, the Kampyle Feedback Form opens up allowing him to submit his feedback.

> How did the installation make you feel?   😀 😊 😐 😕 😠
>
> *** Select your feedback topic below**
>
> Installation Process | Other Concerns | Suggestion
>
> **Sent** **Cancel**
>
> © Kampyle ...   Privacy Policy   Powered by Kampyle

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Website Feedback Form

The Website Feedback Challenge

Website owners want to listen to their customers, but this is easier said than done.

Customers don't always have the time to say exactly what they think, and when they do, they are not sure that they should. Moreover, online business owners don't always have the availability, or the possibility to ask for customer feedback, then listen and react to every comment that their customers report.

Kampyle helps website owners to overcome these difficulties, and maximize their business potential by giving them the necessary tools to collect, analyze, and respond to online customer feedback.

Kampyle's Website Feedback Solution

Kampyle for Websites allows website owners to place branded, fully customizable feedback forms on their website, which customers can easily access by clicking on a non-intrusive button placed on the website. Once customers submit feedback, they have the option to leave their email addresses for future follow up. It is at this stage that over 50% of users choose to submit their authentic emails!

A Feedback Analytics Dashboard provides a high level management view of the feedback. Through advanced, automated analysis, the dashboard helps website owners get the overview and perspective needed to improve their site.

Lastly, the Feedback Inbox gives website owners the ability to improve customer relations and satisfaction by letting them read and respond to feedback in a user friendly interface. The feedback is accessible to them only, therefore protecting their brand.

Website Customer Feedback Form

Kampyle provides website owners with branded, fully customizable feedback forms that they can build to their specifications in minutes. By allowing them to define categories, and subcategories, Kampyle enables website owners to focus users on the issues most crucial to the website. Kampyle's customer feedback forms can be used in an entire site, or in parts of it. Different website feedback forms can be placed in different areas of a website, asking the questions that really matter, where they matter.

Kampyle's solution can be configured to actively ask users for feedback when and where the website owner chooses. In this way, he can gather feedback from users in the most critical areas of his site such as shopping carts, product search, etc.

Kampyle's powerful customer feedback forms can be deployed on any website, on any page. Website owners can have the web's most advanced website feedback form up and running within moments.

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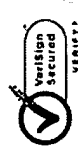
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Website Feedback Form

Software Feedback Form

Feedback Analytics

Customer Feedback Form

Shopping Cart Abandonment Feedback

Software Feedback Form

Much like other service providers, Software creators need to know what clients think of their products and services in order to understand their needs, and how they can improve. But software being a field of unique characteristics, these companies require a solution that takes into account their special necessities and requirements.

As part of Kampyle's Feedback Analytics platform, Kampyle provides specially conceived feedback solutions for software. Kampyle develops solutions that fit the feedback necessities of software creators looking for an efficient way of getting feedback from their clients.

The Software Feedback Challenge

Software creators lose potential customers during specific processes, such as the installation process. Until today, they didn't have the tools to learn where and why the customer abandoned the installation. Furthermore, software creators lose many existing customers that uninstall their software, never knowing why, and without the ability to communicate with their abandoning customers.

Kampyle's Software Feedback Form solution

By asking the users to provide feedback at specially selected critical points, Kampyle gives the software provider access to critical information about his users and his product, answering simple questions that all software creators ask: "When, why and how do users decide not to use my software?" The result: an innovative and efficient way for the software provider to improve his software, win back users and reduce the losses of others. As with other Kampyle solutions, software feedback solutions such as Kampyle for Software feature fully customizable, branded customer feedback forms that the software provider can build and design to his precise needs.

Customer Feedback Management and Analysis

Customer feedback collection is just the beginning. Once the feedback has been collected, it will be analyzed by Kampyle in order to present the information to the software creators in the most actionable way possible, emphasizing the bottom line for them in an effortless process. Once this has been done and the software provider has received the high-level impression of his customers' feedback, he can return to users on their feedback, contact them and win them back, thus increasing customer satisfaction and revenues.

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Website Feedback Form
Software Feedback Form
Feedback Analytics
Customer Feedback Form
Shopping Cart
Abandonment Feedback

Feedback Analytics

What is Feedback Analytics?

Every business owner wants to know what his customers are doing, and why. Most of them understand that the most effective way of truly understanding one's customers is to collect their feedback. But even so some of the most important issues remain open: how should they collect the feedback? Where should it all go? What should they do with all the information collected? Feedback Analytics is the feedback methodology that brings a comprehensive approach to online customer feedback. The aim of Feedback Analytics is to provide a complete, online, end to end customer feedback solution. This aim is achieved by combining the task of feedback collection with advanced feedback analysis, as well as the ability to contact customers who submitted feedback — all in one, efficient, easy to use service.

The Feedback Analytics Challenge

For most businesses, developing such a system and dealing with the processing complexities of the feedback data is expensive and not part of their core business. Kampyle, the web's leading Feedback analytics platform, has set out to make the task of listening to customer feedback a simple activity that increases sales, customer satisfaction, and revenues. Kampyle was developed with the aim of creating an advanced, effective Feedback Analytics service that would truly turn customer feedback to their benefit.

Kampyle's Feedback Analytics Solution

Kampyle's Online Feedback Analytics service opens up a new window to better online customer experience measurement, management and service. Kampyle's Online Feedback Analytics platform is designed to deliver the most sophisticated solution on the market to website owners and software creators of all kinds and sizes. Using an advanced feedback form, key performance indicators and feedback metrics, Kampyle helps businesses to collect feedback data and turn it into actionable information for product and service improvement. Facilitating customer engagement and satisfaction are Kampyle's major commitments, and the ability to get back to users on their feedback directly from Kampyle is a clear expression of this. Kampyle was designed to allow businesses to get to know their clients, engage them in conversation, let them know that their opinion matters, and ultimately — close the loop and win them back. Kampyle Feedback Analytics is more than a feedback solution: it is a brand new communication channel with customers.

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Customer Feedback Form

The Importance of Customer Feedback

The keys to success in internet businesses are in the hands of customers: they know what they want, and they know what they are willing to spend money on. A business owner's ability to deliver products and services that fall under these categories will determine the measure of his success.

There is no doubt that businesses who really listen have the edge over their competition, and there is much to listen to. Today, more than ever, online businesses need to carefully listen to customers in order to constantly improve, win back customers and keep up with competition that is always only one click away.

One might argue that customers are constantly providing business owners with feedback every time they return to an online store, uninstall a program, leave a site, and abandon shopping carts, they send feedback through actions. This is perfectly true, but this feedback is often hard to decipher, and takes a long time and valuable resources to understand and analyze.

The Customer Feedback Challenge

This difficulty in listening to customer feedback is like a gap separating business owners from their customers. This gap can be bridged by simply asking the customers for real feedback, in real time. But this is easier said than done: how do you collect feedback? Who do you ask for feedback? Where does all that feedback go? Businesses today require a simple, comprehensive solution to their feedback needs: they require Kampyle Feedback Analytics.

Kampyle's Customer Feedback form

Kampyle specializes in providing complete feedback solutions for websites and software creators. We are experts in customer feedback. Kampyle's Feedback form was designed to suit the needs of customers and business owners alike. Combining minimum effort with maximum usability, Kampyle's feedback form collects large amounts of information using non-intrusive methods.

Kampyle provides branded, fully customizable feedback forms that can be built in minutes. By allowing them to define categories and subcategories, Kampyle enables website owners and software creators to focus their users on the issues most crucial to them. Different feedback forms can be placed in different areas of a website or for different software processes, asking the questions that really matter, where they matter.

Kampyle is the business solution that turns the complex and intimidating chore of customer feedback, to an easy and effective method of increasing customer satisfaction, conversion rates, and revenues.

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Software Feedback Form

Feedback Analytics

Customer Feedback Form

**Shopping Cart
Abandonment
Feedback**

Shopping Cart Abandonment Feedback

Why do users abandon shopping carts? What makes a website's user login, search for a product, add it to the shopping cart, then suddenly leave without leaving a trace? E-commerce is a complex business, and the answers to these questions differ widely between sites, products, countries, and many other parameters. One fact remains untouched throughout these variations: the customers know why they chose to abandon the shopping cart, and their reasons for doing so are worth money to any e-commerce owner who wishes increase his sales and revenues.

The Shopping Cart Abandonment Customer Feedback Challenge

How does one go about asking users why they decided to abandon his shopping cart? Who are these users, and how can they be reached? These are some of the questions that e-commerce owners face when trying to tackle the issue of shopping cart abandonment. Kampyle Feedback Analytics has endeavored to answer them with a simple and elegant solution. Using its unique capabilities and experience, Kampyle set out to develop a tool that would help e-commerce website owners find out why they are losing money due to shopping cart abandonment.

Kampyle's Shopping Cart Abandonment Customer Feedback Solution

The solution consists of asking users who have abandoned the shopping cart for feedback in real time, using Kampyle's customer feedback form. Kampyle's Shopping Cart Abandonment website feedback tool works by identifying customers who follow a specific behavioral path in a website, in this case – leaving the shopping cart. Once identified, potential shoppers are prompted with Kampyle's advanced, customizable feedback form, to leave feedback and describe why they decided to not to go through with the purchase.

We see that you abandoned the shopping cart

Shopping Cart abandonment Feedback Analysis and Management

The feedback data is gathered and analyzed by Kampyle, and displayed in the Management Application. Inside Kampyle, each feedback item can be read, replied to, and checked for more data using the Feedback inbox, while the Feedback Dashboard provides high level management view of the feedback data, displaying analyzed, actionable feedback information.
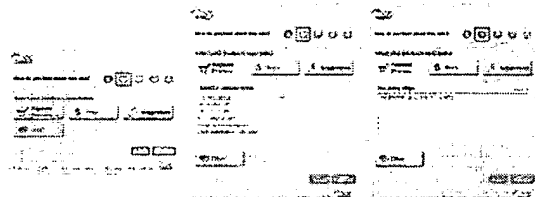
With this new solution, e-commerce owners can finally understand how to fine-tune their site to stop losing money. Using information gathered from the highest authority on the subject – the customer – Kampyle helps e-commerce website owners to act quickly and efficiently to improve one of the most critical processes in their website.

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Kampyle is a leading vendor of Online Feedback Analytics, delivering website owners a powerful Software as a Service (SaaS) platform to collect, analyze, measure and manage website users' feedback on services, products and customer experience.

What is Kampyle?

Every website owner wants to know what his website's users are doing on his site and why. Many websites build their own feedback forms to collect this data. However, the main issue website owners face is the management of all the feedback data received from their users. Developing such a system and dealing with the processing complexities of the feedback data is expensive and not part of the website owner's core business.

Kampyle offers to take the task of Online Feedback Analytics Management off the shoulders of website owners allowing them to concentrate on their core business.

Kampyle's Online Feedback Analytics service opens up a new window to better web customer experience measurement, management and service. The Kampyle Online Feedback Analytics is designed to deliver the most sophisticated solution on the market to companies of all sizes, in all industries.

Kampyle's robust platform delivers website owners:

* The ability to increase customer satisfaction and long-term loyalty
* Tools to identify his users' changing habits and demands
* Sophisticated analytic engine focused on reducing the management of feedback data to minimum
* Quick and easy implementation
* Online, real-time feedback from true users
* Customizable feedback form, allowing the creation and management of different feedback forms for each page of Kampyle's customer's websites!
* Multi language support for feedback forms
* SaaS – no implementation costs!

Kampyle was founded in 2007 and is privately held.

Contact Emails:

Support: support@kampyle.com
Sales: sales@kampyle.com
Business Development: bizdev@kampyle.com
Press Inquiries: press@kampyle.com
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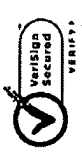
Partners

Kampyle integrates with a variety of Technology Partners to provide our mutual customers a full suite solution. Kampyle also collaborates with many Website Service Providers that distribute Kampyle's services worldwide.

Website Service Providers

Website Service Providers who want to offer Kampyle's technology, or components of it, as part of their offer to their clients can become official Kampyle partners. Kampyle certifies partners as either Kampyle Certified Consultant, or Kampyle Certified Partner. SEO/SEM consultants, Web Hostings, ISPs, Web designers and developers, etc. are all examples of potential Kampyle partners.

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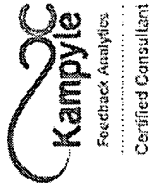
Kampyle Certified Consultants are partners who distribute Kampyle's technology, and are trained and qualified to consult, and help with the implementation of Kampyle among their clients.

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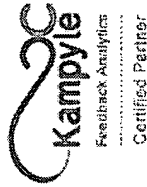
Kampyle Certified Partners are partners certified to distribute Kampyle.

Partnerships with Kampyle will be on a Revenue Share agreement basis.

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www.btbuckets.com

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One On One is an emerging rich media company with patent pending online video platforms that convert visitors into buyers. The platforms have been designed to add value by providing improved visitor experience while creating additional revenues for high traffic websites.
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Our product solutions span the product configuration and proposal management domains for both Salesforce.com and other users of on-demand platforms.

Our services expertise helps our customers successfully implement SaaS technologies tailored to their specific business needs.
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Press Release:

Kampyle in the Press

[vc]cafe — Kampyle Celebrates a Year of Feedback Success
April 03, 2009 | Eza Vidra

Kampyle: the most sophisticated simple website feedback tool on the web
March 21, 2009 | Zen

Advanced Web Metrics / Google Analytics — Integrating Voice of Customer data with Google Analytics
January 31, 2009 | Brian Clifton

Alles2null — Kampyle: How to get feedback from visitors
January 21, 2009 | Lutz Keller

internet.com — Web Shop Design: Five Makeover Dos and Don'ts
January 05, 2009 | Helen Bradley

Magento — Customer Feedback with Kampyle and Magento
December 12, 2008 | Magento

Conversion Rate Experts — 14 free tools that reveal why people abandon your website
October 21, 2008 | Conversion-Rate-Experts

TechCrunch — Kampyle Helps You Understand Why Nobody Is Installing Your Software
October 07, 2008 | Rel Cadhy

[vc]cafe — Users leaving you? Win back the customers with Kampyle for Software
October 07, 2008 | Eza Vidra

VentureBeat — Kampyle lets you know when no one likes your desktop software
October 07, 2008 | Dan Kaplan

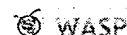Kampyle lowers the burden of giving feedback
October 07, 2008 | Eirer-Jan Plath

WASP — VOC: Balance your desire to know and visitor anonymity level
September 17, 2008 | Stéphane Hamel

Getting feedback on how to improve your website
August 25, 2008 | Mike Carter

ד׳בר — The Internet's Super Glue
August 15, 2008 | Roi Parag

WASP — Kampyle: review after 3 months of use
August 4, 2008 | Stéphane Hamel

TechCrunch — Kampyle Ties User Feedback to Website Analytics
July 28, 2008 | Rel Cadhy

wwwmetrics now — Kampyle - Añade un feedback a tu web
July 24, 2008

SEO — Free Feedback Analytics Service
June 1, 2008 | Donn Peiper

WASP — Kampyle: combining VOC and Support
May 27, 2008 | Stéphane Hamel

[vc]cafe — Complete The Feedback Loop: Exclusive Interview With Kampyle's CEO
May 27, 2008 | Eza Vidra

Why are users leaving your site?
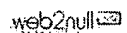May 4, 2008 | Guy Gimland

CRM — SugarCRM and the Customer Feedback Loop
March 21, 2008 | Martin Schneider

Kampyle, plataforma de análisis del feedback de los usuarios hacia sitios web
March 21, 2008 | Cyberdianos

Kampyle.com - Get Results From Your Feedback
March 20, 2008 | kona

web2null — Kampyle: Feedback Management Platform
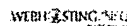March 19, 2008

FAST COMPANY.com — Kampyle - Feedback Analytics
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March 19, 2008

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March 19, 2008 | Rel Cadhy

WEBHOSTING.INFO — Kampyle Launches Online Feedback Analytics
March 12, 2008

DEVELOPERZEN.COM — Introducing Kampyle - The Next Generation of Online Feedback
Feb 19, 2008 | Eran Kampf

Press Release:

Kampyle for Websites Celebrates 1st Anniversary
Customer satisfaction up 1-5% for Kampyle's Website Feedback Analytics customers in its first year - March 30, 2009

Get ready for the holidays
Get your conversion rates boosted ready for the holidays with Kampyle Feedback Analytics - November 17, 2008

End of Closed data
Get trusted access to your online users' thoughts, Kampyle is now available to everyone - July 08, 2008

Kampyle Launched
The Next Generation of Online Feedback Analytics Now Available for All Websites! - March 11, 2008

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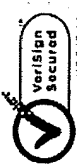**New to Kampyle:**
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Testimonial by B&H Photo-Video

B&H PHOTO-VIDEO-PRO AUDIO

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feature-rich tool B&H Photo-Video needs.
Customer feedback is vital to our continued
success and Kampyle allows us to make it
easy for our customers and easy for us. A
win-win combination! "

Henry Posner, Corporate Communications Dir.
B&H Photo-Video

More websites that use Kampyle's Feedback Form

123
Greetings

heelsNcom

O₂

GETPRICE

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Kampyle Feedback Analytics

Home | Services | Solutions | Company | The Blog | Help | Customer Login

Welcome, Guest | Sign In

Forgot Your Password?

If you have forgotten your password, please follow the instructions on the screen and we will provide you with a temporary password.
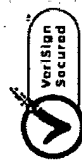
Step ① 2 3

Enter your Kampyle Username

Please enter your email address which you use as your Kampyle Sign In Username

* Email:

[   ]

[Next]

New to Kampyle

- Live Support
- View Demo
- Contact Sales
- Support Forum

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Give Feedback

Kampyle Feedback Analytics

Welcome, Guest | Sign In

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Sign In

New User

User Name (email)

Password

☑ Remember me

▷ Forgot your password?

Sign In

Kampyle for Websites

Use this Kampyle service to listen and respond to your website users. Kampyle's management application arranges the corrective actions required in a clear and proactive manner.
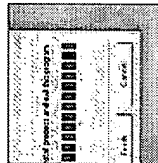
Register
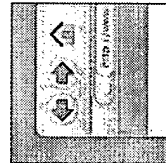
Kampyle for Software

Learn why users are abandoning your software installation process and why users uninstall your software. Use Kampyle to improve, respond to these users and win them back.

Register

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Terms of Use
Privacy Policy

Privacy Policy

Introduction

Kampyle respects each individual's right to privacy. We value our relationship with you, and we take pride in maintaining loyalty and respect with each individual client by providing you with security. The provisions within this notice apply to customers both past and present.

Personal Information

We will never sell or rent your name or your user's name, e-mail address, physical address and any other identifying information that we receive from you or your users, whether directly or indirectly, except as otherwise provided herein. When you register with Kampyle, or when we obtain information about your users and/or their submissions to you, we will collect personal information about you or your users for business purposes only, such as processing the feedback information, and providing customer service. Notwithstanding that all any information that may be provided through our applicable applications by your users and/or received from other commercial systems, which you subscribe to, are your sole property, the personal information we collect is only accessible to Kampyle and its affiliates and is not disclosed to any non-affiliated third parties and is used by us for aggregate statistics about our customers, sales, traffic patterns and related site information to third parties (the "Kampyle Data"). Subject to the above, we reserve the right to make use of any of the Kampyle Data, as we deem fit. From time to time, Kampyle may place information on your website computer to allow it to identify you. This information is commonly referred to as "cookies". By showing how and when you use the Site and the Site Applications, this information can and is only used by Kampyle to improve the Site and the Site Applications on a continual basis. Kampyle will only use cookies to view information on your hard drive that was put there by a cookie from this Site. The use of cookies is an industry standard and many websites utilize them. If you do not wish to receive cookies, or want to be notified of when they are placed, you may set your browser to do so, if your browser so permits.

Sharing Information with Our Affiliates

We may share the Kampyle Data with our affiliates for business purposes, such as servicing customer accounts and as permitted by applicable law. Our affiliates are companies controlled or owned by us. The information we share with affiliates for marketing purposes may include information described above, such as name, address and account information, which will be kept in all times in strict confidence.

Regulatory Disclosure

We may disclose personal information with regulatory authorities or as required by applicable law. For example, we may disclose personal information to cooperate with regulatory authorities and law enforcement agencies to comply with subpoenas or other official requests, and as necessary to protect our rights or property. Except as described in this Privacy Policy, we will not use personal information for any other purpose unless we describe how such information will be used at the time disclosed to us or we obtain your permission. By using or accessing Kampyle, you are accepting the practices described in this Privacy Policy.

New User:

Setup takes only 5 minutes.

Get it now!

New to Kampyle
- Live Support
- View Demo
- Contact Sales
- Support Forum

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Kampyle

Feedback Analytics

Contact Us

Contact Us

We would be happy to hear from you.
Email us and we will get back to you shortly.

Contact Emails:

Support: support@kampyle.com
Sales: sales@kampyle.com
Business Development: bizdev@kampyle.com
Press Inquiries: press@kampyle.com
Career opportunities: jobs@kampyle.com

Follow us on Twitter:

twitter.com/kampyle

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PROVISIONAL APPLICATION FOR PATENT COVER SHEET
This is a request for filing a PROVISIONAL APPLICATION FOR PATENT under 37 CFR 1.53(c).

U.S. PTO
61/270369
07/07/2009

INVENTOR(S)

Given Name (first and middle [if any])	Family Name or Surname	Residence (City and either State or Foreign Country)
Ariel	FINKELSTEIN	Zichron Yaakov, Israel

[x] Additional inventors are being named on the _1_ separately numbered sheets attached hereto.

TITLE OF THE INVENTION (280 characters max)

METHOD AND SYSTEM FOR ONLINE USER FEEDBACK ON WEBSITES AND SOFTWARE

CORRESPONDENCE ADDRESS
Direct all correspondence to:

[X] Customer Number | 38,137 |

OR *Type Customer Number here*

Firm or Individual Name	
Address	
Address	
City		State		Zip	
Country	U.S.A.	Telephone	(212) 949-9022	Fax	(212) 949-9190

ENCLOSED APPLICATION PARTS (check all that apply)

[X] Specification — *Number of Pages (Incl. Drawings)* | 160 |
[ ] Drawing(s) — *Number of sheets* | |
[ ] Application Data Sheet. See 37 CFR 1.76

[ ] CD(s), Number | |
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METHOD OF PAYMENT OF FILING FEES FOR THIS PROVISIONAL APPLICATION FOR PATENT (check one)

[X] Applicant claims small entity status. See 37 CFR 1.27.
[X] A check or money order is enclosed to cover the filing fees
[X] The Commissioner is hereby authorized to charge filing fees or credit any overpayment to Deposit Account Number: | 01-0035 |
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FILING FEE AMOUNT ($)
$380.00

The invention was made by an agency of the United States Government or under a contract with an agency of the United States Government.
[X] No.
[ ] Yes, the name of the U.S. Government agency and the Government contract number are: _____

Respectfully submitted,

SIGNATURE _Jay S. Cinamon (signature)_
TYPED or PRINTED NAME Jay S. Cinamon
TELEPHONE (212) 949-9022

Date | July 7, 2009 |
REGISTRATION NO. (if appropriate) | 24,156 |
Docket Number | 210,457 |

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INVENTOR(S) APPLICANT(S)		
Given Name (first and middle (if any)	Family or Surname	Residence (City and either State or Foreign Country)
Eran	SAVIR	Hod Hasharon, Israel
Eylon	STEINER	Tel-Aviv, Israel

Number __2__ of __2__