


ViewPort ProSM Module A

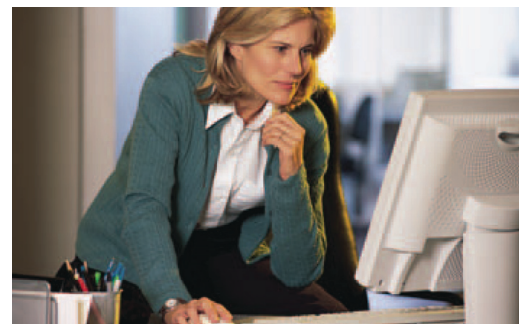
Real-time access to changes in client relationships

Module A is ideal for monitoring and tracking customer satisfaction programs and loyalty and retention programs. Identify specific account issues, such as dissatisfaction with product, service, or contact person.

Add an additional visual flag to identify those respondents whom you determine may need immediate care. ViewPort Pro's flexible interface places the power of real-time identification and action in your hands.

Module A Includes:

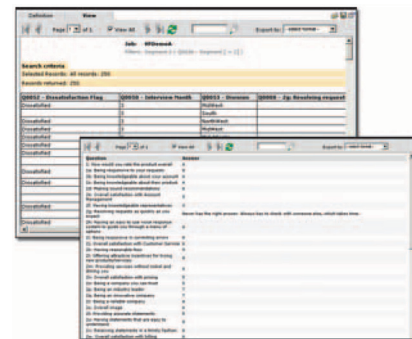
- **Account Listing** – a respondent summary, account-level data report set up with your key data elements.
- **Action Alert Flag**  – a visual alert identifying individual respondents based upon your survey-defined criteria.
- **Profile Reports** – includes additional access to individual survey results for all respondent-level reports: Verbatim and Account Listing Reports.
- **Custom Logo** – Include your corporate logo on the Web report site.



Identify account issues at a glance.

Monitor account-level profiles at the summary level or view respondent-level profile reports.

Alerts	Interview Month	Division	Contact	Overall Sat	Overall Sat - Customer Service	Overall Sat - Price	Accurate Billing	Response to Requests
	11	Eastern	BOB DE BRUYN	7	4	7	8	8
	11	Central	KIMBERLY LE COUËTIC	6	10	7	6	7
	11	Central	JOHN CHIU	2	15	8	6	5
	3	Eastern	SHADAH GIBSON	9	7	8	6	7
	3	Central	RICHARD GIBSON	3	7	7	8	7
	3	Eastern	JOAN MICALI	2	7	5	3	4



Add a visual flag to identify individual respondents that require immediate attention. Available for all respondent-level reports.

Alerts	
	I request information and I always have to wait for it

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Features Include:

- Access to authorized, individual respondent-level profiles – view all of a respondent’s survey responses.
- User-defined report measurements for account profiles – you decide the critical indicators and we’ll create the report template for you.
- Associate private and public action alert flags down to an individual respondent
- Restrict access to survey information and/or ViewPort Pro functions at the individual user level.
- Extensive graphic capabilities – includes a rich chart gallery.
- Complex and simple filtering capabilities – based on any combination of variables.
- One-click access to reports – report templates provide the desired data without your intervention.
- Real-time access to data.

Full feature support for the following browsers:

- Microsoft® Internet Explorer 6.0, SP2+ with Microsoft® Windows® XP
- Mozilla® Firefox® 3.0.6 with Microsoft® Windows® XP

Contact Us

If you are interested in learning more about how ViewPort Pro can enrich your research experience, please contact us at 877.919.4765 or info@harrisinteractive.com.

Benefits Include:

- Immediate access to “voice-of-the-customer” intelligence upon survey completion.
- Reports with your corporate branding.
- Access to presentation-ready data is just a click away, from any Web-accessible computer.
- Eliminates the delay between survey completion and availability of results.
- 24/7 availability and robust reporting features eliminate the time and cost inefficiencies of ad hoc reports.
- Real-time, decision-specific data at your fingertips.
- Base package features included.
- Cost-effective solution for managing user-based access rights, ensuring specific users access only “their results.”
- Minimizes dependency on traditional, labor-intensive reporting solutions.
- Compatibility with the Harris Interactive Integrated CATI WAPI System: integrated dual interviewing modes of Web-Assisted Personal Interviewing (WAPI) and Computer-Assisted Telephone Interviewing (CATI).
- Sophisticated authentication system that protects the privacy of your data.
- No special desktop software, downloading, or installing required.

AHEAD OF WHAT’S NEXT.

877.919.4765 info@harrisinteractive.com www.harrisinteractive.com

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