

SURVEY SOLUTIONS

In today's competitive business environment, organizations are constantly seeking ways to stay ahead of the competitive pack. One important way to differentiate a business is through superior customer service. And, what is the best way to assess your customer satisfaction? Ask your customers.

Angel.com enables organizations to produce powerful and easy-to-implement surveys within their existing IVR or call center applications and integrate them with ClickTools on-demand web surveys. Whether you'd like to monitor your customer support levels, product feedback, or employee satisfaction, Angel.com provides an easy and seamless way to collect and analyze caller information.



SOLUTION OVERVIEW

With Survey Solutions, Angel.com seamlessly collects survey data from your IVR phone-based survey. Through the integration with ClickTools, a phone survey can go hand in hand with ClickTools' web surveys giving your customers multiple ways of responding to your survey. All phone and web data is collected in the same database and can be synched directly into your salesforce.com CRM solution for quick and easy analysis. Minimal requirements and easy integration into Angel.com IVR solutions facilitate immediate collection and analysis of your important data.

Seamless Technology

With seamless "plug-in" technology, there are no web servers or hosting requirements to easily integrate survey tools into your Angel.com IVR solution. Your surveys are hosted on secure servers.

Easy-to-use, powerful survey solutions

Easily create simple or complex surveys in minutes – the on-demand survey application does not restrict the size or complexity of your surveys. You can also deploy surveys in any language, meeting the needs of your unique customer base.

Real-Time Results

Understand caller satisfaction, buying preferences and more—helping you enforce a consistent brand experience. Survey solutions from Angel.com provides 24/7 access to survey results. Full integration with your salesforce.com application for rich analytics – no reports to build.

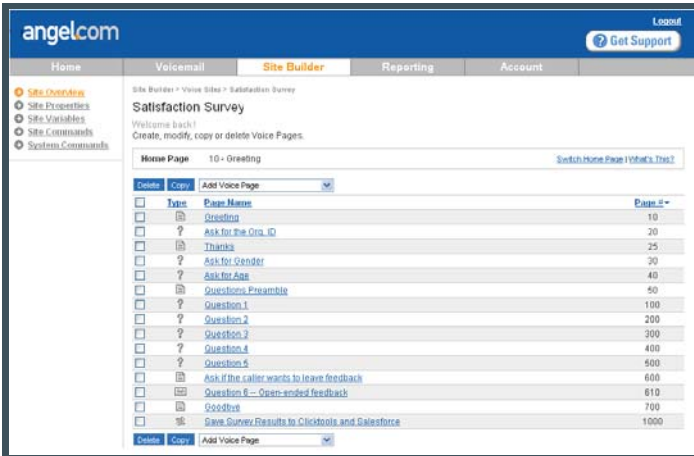
Straight-forward Pricing

With no contract, no terms, and no cancellation fees, Payment Processing from Angel.com is available to you when and how you need it. Learn more by speaking to an Angel.com account representative.

WITH ANGEL.COM SURVEY SOLUTIONS, YOU WILL:

- Deploy quickly and easily.**
 Angel.com's web-based solution seamlessly integrates with ClickTools through a simple API, enabling you to be up-and-running quickly.
- Reduce ongoing costs** associated with live agents. Angel.com Survey Solutions gathers information at a fraction of the cost of staffing a call center to take inbound or make outbound survey calls.
- Simply gather key customer data.**
 The easy-to-use, on-demand application makes it easy to collect information from customers, partners, employees to better understand buying behavior, caller satisfaction and more.
- Instantly analyze results.** Survey Solutions from Angel.com enables real-time access to your survey results and are fully integrated with your salesforce.com CRM tool, arming you with the tools to understand and improve your customers' experience.

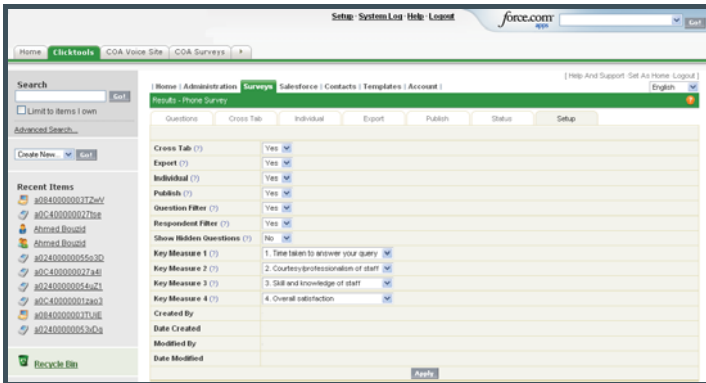
HOW IT WORKS



Angel.com's Site Builder toolkit makes it easy to build, deploy and manage a complete voice application – right from your desktop. If you are a salesforce.com user, your Angel.com Voice Site can be managed directly through your salesforce.com account.



Phone survey results are merged with web survey results in ClickTools to present seamless, real-time reporting of all survey data in one place. This data can also be populated into salesforce.com and easily accessed by logging into your account.



Within your salesforce.com account, you have full access to both ClickTools survey management functions and Angel.com phone survey management functions. Build, deploy and manage your complete survey all through salesforce.com.



Phone survey details are populated directly into the contact record of the customer within salesforce.com. Survey responses as well as a recording of open ended responses are all available by logging into your salesforce.com account.

PART OF THE ANGEL.COM SOLUTIONS SUITE

Angel.com is a leading provider of on-demand call center and Interactive Voice Response (IVR) solutions. The Angel.com solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel.com is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability and flexible applications. For more information, visit <http://www.angel.com>