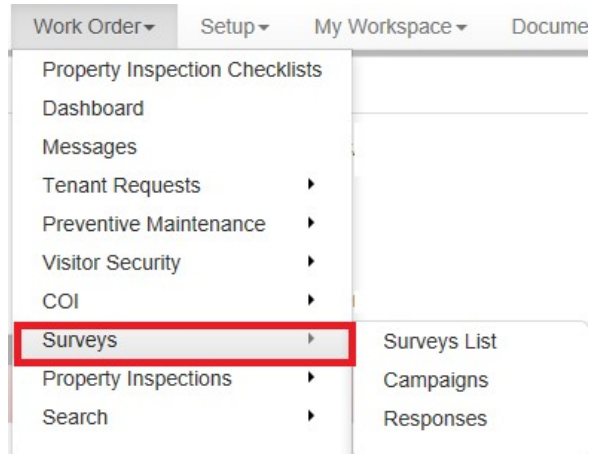


Surveys

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About Surveys:

The Surveys feature, powered by Angus AnyWhere™, is designed to enable your company to create surveys and invite your tenants to submit their feedback in order to gauge their satisfaction and better understand their needs.

A survey can be comprised of any combination of text, multiple choice and rating questions. Surveys can be configured by any user with appropriate permissions based on Role Security. By default any user can create surveys at the company level and at the property level.

When a survey is active, the system sends your tenants an e-mail following the submission of a work order. The e-mail invites them to click a link which takes them to your Survey web page where they can fill out your survey.

This is the main Surveys page, where you can add survey questions and choices, customize the welcome and thank you messages and assign properties. To access this screen, select surveys from the main menu.

Note:

- Once a Survey has been created, a **Campaign** must be created to distribute the Survey to Tenants.

A screenshot of a web form titled 'SURVEY DETAILS'. The form is divided into two main sections. The 'General Information' section contains three text input fields: 'Survey name:' with the value 'Tenant Satisfaction Survey', 'Welcome Message:' with the text 'This survey will be conducted on an annual basis to measure our effectiveness in providing', and 'Thank you Message:' with the text 'Thank you for participating in this survey. Your responses are very valuable to us.' The 'Questions' section contains a list of three questions, each with a red up/down arrow icon and an 'Edit' link. The questions are: 'Please rate the level of customer service provided by your management company:', 'Please rate the following list of issues on levels of importance to your employees:', and 'Please let us know how we can provide even better customer service to your employees:'. The 'Properties' section is partially visible at the bottom.

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