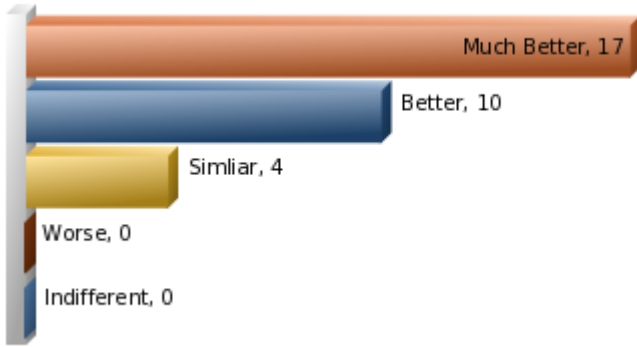


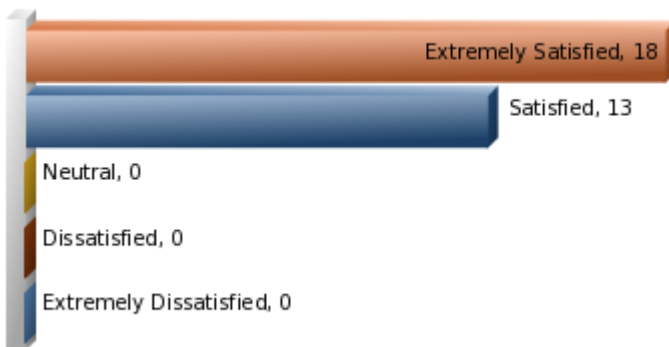
empath-e Customer Survey 2014 (63% Response rate)

General: Thinking about the services you receive from us, when compared with other suppliers, is this:



Answer	Responses	% of Answers
Much Better	17	54.84%
Better	10	32.26%
Simliar	4	12.90%
Worse	0	0%
Indifferent	0	0%
	31	100.00%

On the following scale, how would you rate your level of overall satisfaction with us?



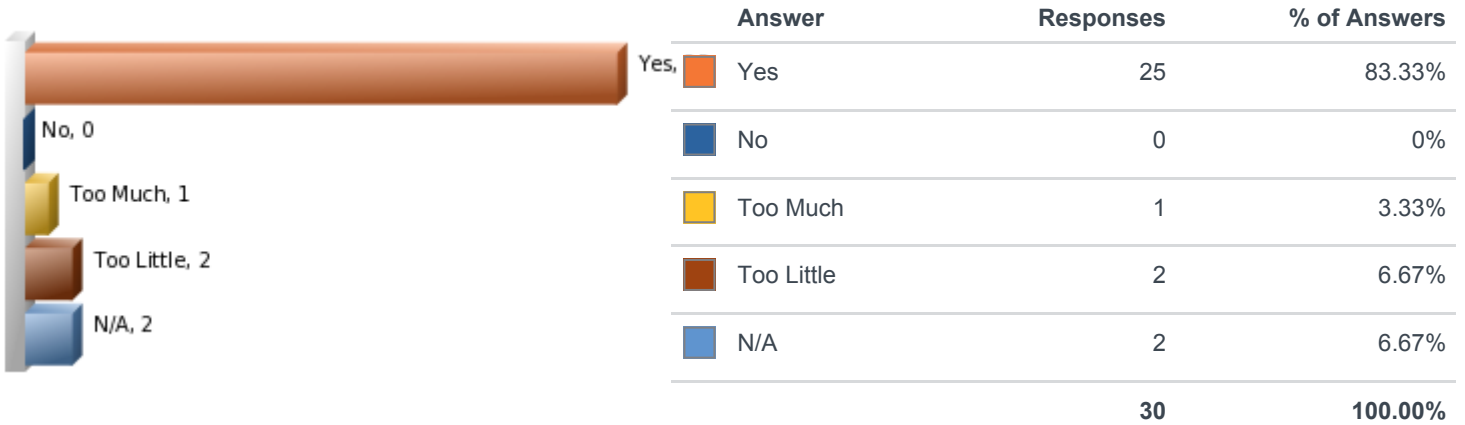
Answer	Responses	% of Answers
Extremely Satisfied	18	58.06%
Satisfied	13	41.94%
Neutral	0	0%
Dissatisfied	0	0%
Extremely Dissatisfied	0	0%
	31	100.00%

How likely are you to recommend empath-e to someone else?

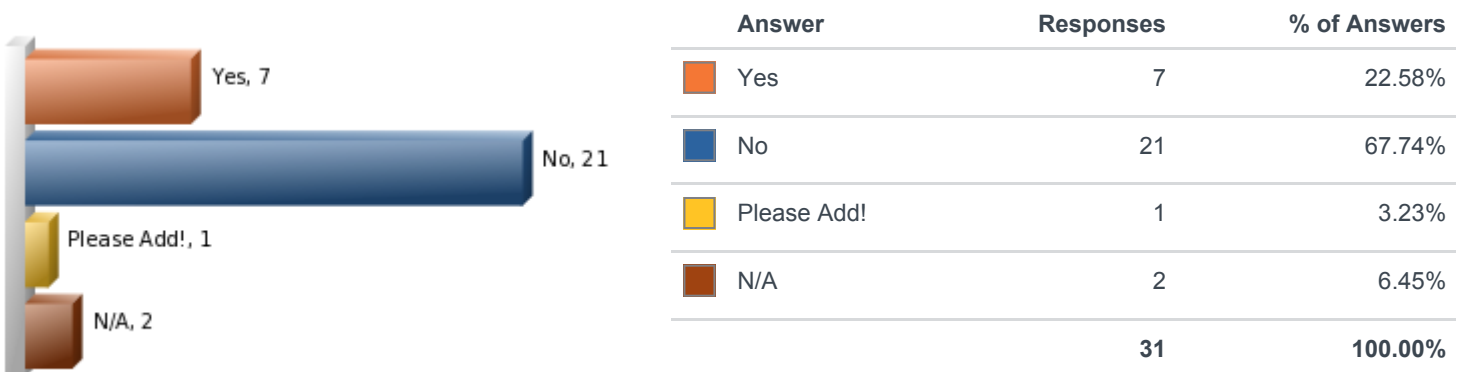


Answer	Responses	% of Answers
Very Likely	20	66.67%
Highly Likely	8	26.67%
Neutral	2	6.67%
Would Not Recommend	0	0%
	30	100.00%

Communications: We occasionally send out email updates. Do you think that we communicate enough with you?



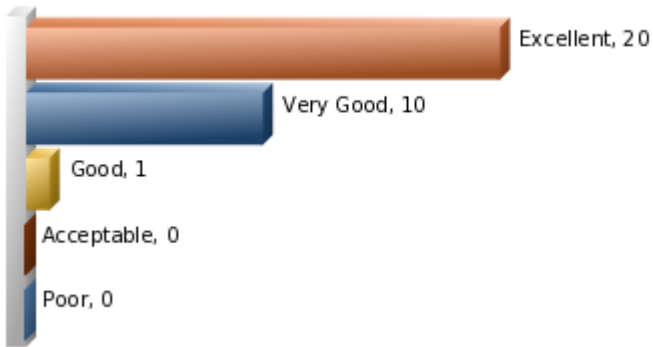
Do you currently receive our Tweets in regards to Saleslogix updates?



Support Services: Thinking about the occasions you have used our support services, and when compared with other suppliers, how would you rate us?

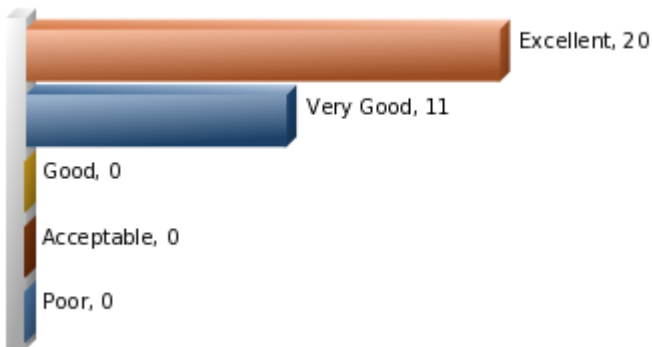


When calling or emailing us how do you rate the efficiency of our call handling?



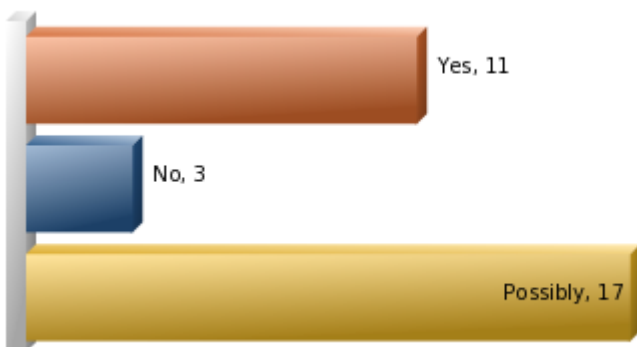
Answer	Responses	% of Answers
Excellent	20	64.52%
Very Good	10	32.26%
Good	1	3.23%
Acceptable	0	0%
Poor	0	0%
	31	100.00%

In regards call resolution times, when compared with other suppliers, are we?



Answer	Responses	% of Answers
Excellent	20	64.52%
Very Good	11	35.48%
Good	0	0%
Acceptable	0	0%
Poor	0	0%
	31	100.00%

Customer day: If empath-e organised a customer day would you attend?



Answer	Responses	% of Answers
Yes	11	35.48%
No	3	9.68%
Possibly	17	54.84%
	31	100.00%