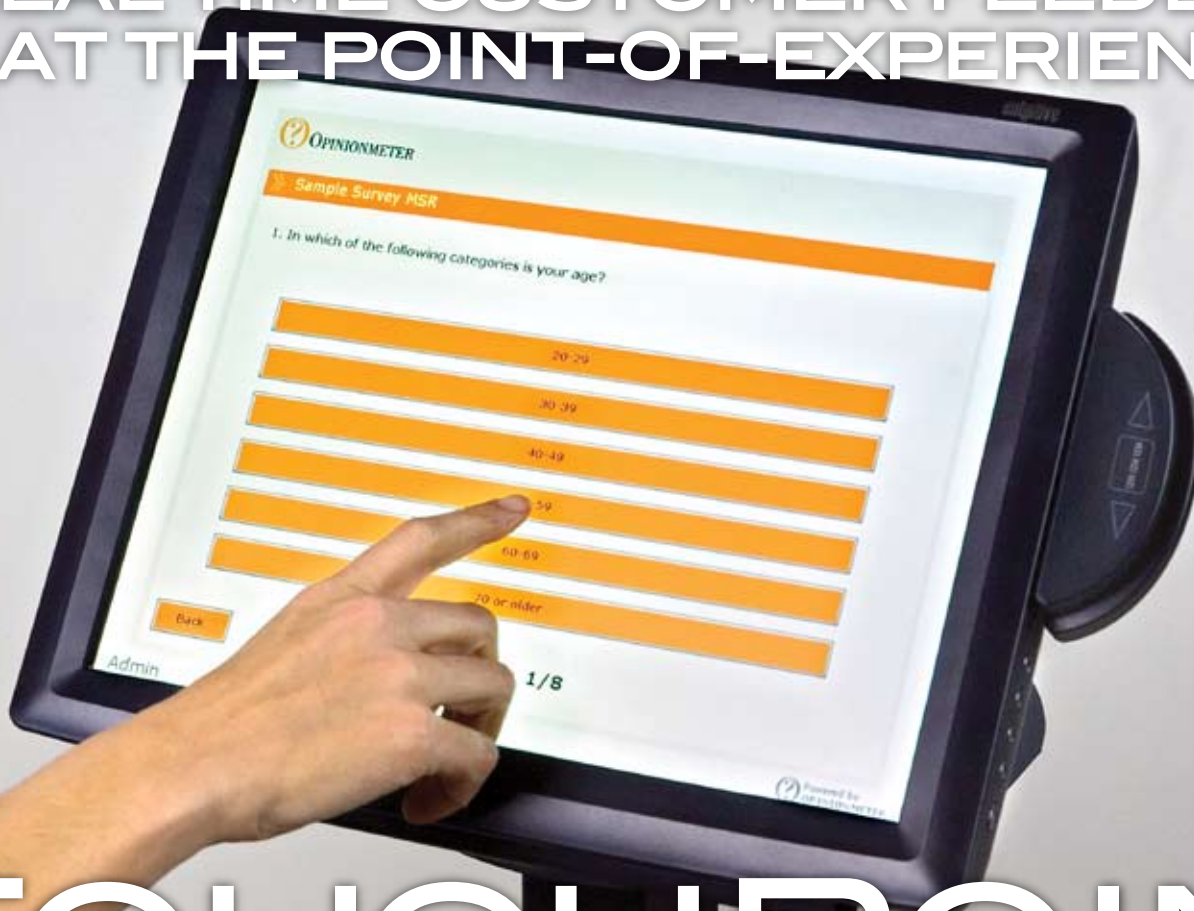


REAL TIME CUSTOMER FEEDBACK AT THE POINT-OF-EXPERIENCE



KIOSK

TOUCHPOINT

The **OPINIONMETER TOUCHPOINT KIOSK** guarantees feedback is collected quickly and conveniently right at the customer's point of experience. The simple to use touch screen kiosk is ideal for capturing spontaneous feedback in fast-paced service environments. The multimedia kiosk is highly visible, attracting your customers to share their views on your products and services.

Respondents simply follow the survey questions on the kiosk screen. Data is collected in confidence and transmitted in real time to Opinionmeter's webserver, where flexible customized web reporting is available.

FEATURES AND BENEFITS

- SIMPLE TO USE TOUCH SCREEN
- OPEN-ENDED COMMENTS, ON SCREEN KEYBOARD
- OPTION TO SWIPE LOYALTY CARDS
- MULTIMEDIA – COLOR VIDEO AND GRAPHICS
- WIRELESS AND WIRED CONNECTIVITY OPTIONS
- MULTIPLE LANGUAGES
- BRANCHING LOGIC, SKIP PATTERNS
- WALL, TABLE OR STAND MOUNTED

"There is no easier or cheaper way today to capture customer data."

STEVE DARRISH, SENIOR VP, BANK OF AMERICA

"The Opinionmeter is a positive tool to helping reinforce positive behavior and motivate change. The Opinionmeter helps us set and achieve our customer service goals."

JOHN MAIO, KAISER PERMANENTE



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