



Getting Started

This following document is an easy guide for the implementation of Kampyle Feedback Analytics. Containing the main screens and explaining general functionalities, this guide will help new Kampyle users to start to Get Feedback, and Get Better.

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1 Registration and Implementation

1.1 Registration

1 → After you have chosen a package, enter the required information in the appropriate fields of the registration form.

1 →

Registration - Website Feedback Analytics

User Information

* URL:

* Full Name:

* Email:

* Password: Must be at least 6 characters long

* Confirm Password:

* Phone:

Additional Information

I agree to the [Terms and Conditions](#) for using Kampyle

Subscribe to Kampyle's newsletter

* Mandatory fields

1.2 Feedback Form Button

1 **Feedback button** - Choose a feedback button color, style and location

2 **Push mechanism** - Choose % of users who will be actively asked for feedback using the “push mechanism” (pop-up) message.

3 **Embed URL** - This is the code that is to be implemented on the site. The code is composed of two parts (see next section).

Registration - Website Feedback Analytics


Select Your Feedback Form Button and Get Embed URL

Select the Feedback Form button you want to add to your website and get the Embed URL to be placed on your website. You can later change these settings and fully customize your feedback form.


1 Choose a feedback button:

color:

location: Bottom Right Corner




Give Feedback



Give Feedback

A preview of your website with the feedback button. Press the feedback button to see it in action.



Press here to preview your feedback form

2 30 % of the users will be actively asked if they want to provide feedback before they navigate away from your website.

3 Copy and paste the code into your website inside the <head> tag.
This code is responsible for the Feedback Form's CSS as well as for the floating window that actively asks the users for feedback:

```
<!--Start Kampyle Exit-Popup Code-->
<script type="text/javascript">
var k_push_vars = {
  "display_after": 30,
  "view_percentage": 30,
  "popup_font_color": "#000000",
  "popup_background": "#ffffff",
  "popup_separator": "#D4E2F0",

```

Copy and paste the code into your website immediately before the </body> tag
This code is responsible for displaying the Feedback Form button on your website

```
<!--Start Kampyle Feedback Form Button--><div
id="k_close_button" class="k_float kc_bottom kc_right"></div>
<div><a href="http://www.kampyle.com/free-feedback-form/"
target="kampyleWindow" id="kampylink" class="k_float
k_bottom sl k_right"
onclick="javascript:k_button.open_ff('site_code=9366804&
amp;form_id=35951&lang=en');return false;">
var k_push_vars = {
  "display_after": 30,
  "view_percentage": 30,
  "popup_font_color": "#000000",
  "popup_background": "#ffffff",
  "popup_separator": "#D4E2F0",

```

Copy and paste the code into your website immediately before the </body> tag.
This code is responsible for displaying the Feedback Form button on your website

```

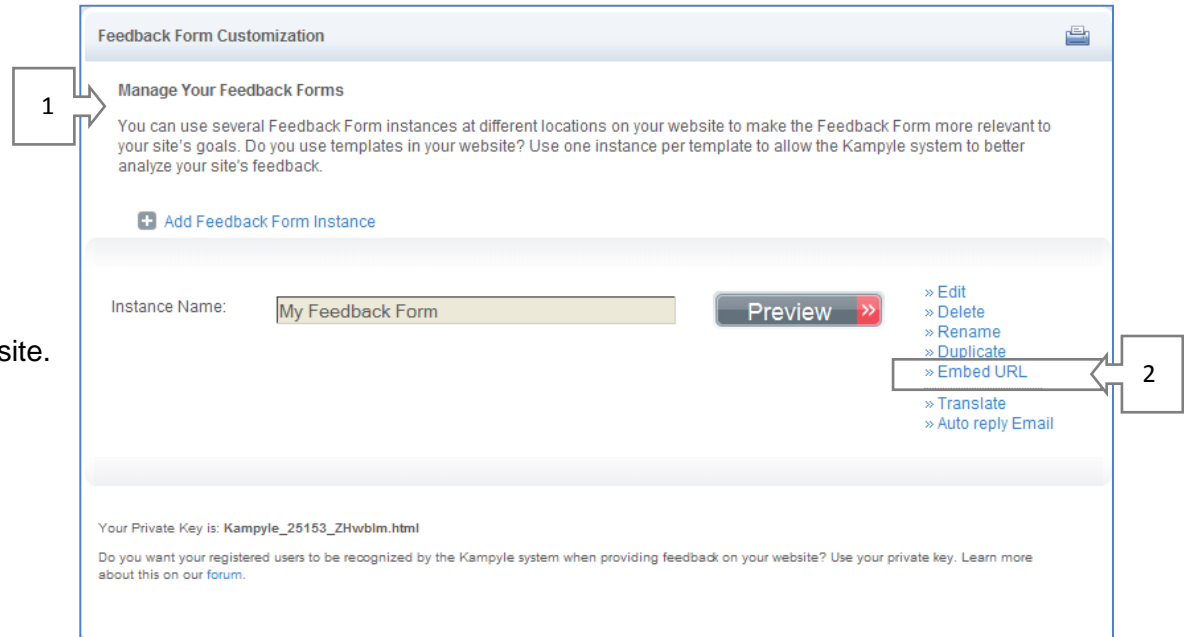
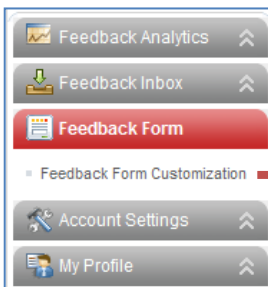
<!--Start Kampyle Feedback Form Button--><div
id="k_close_button" class="k_float kc_bottom kc_right"></div>
<div><a href="http://www.kampyle.com/free-feedback-form/"
target="kampyleWindow" id="kampylink" class="k_float
k_bottom_sl k_right"
onclick="javascript:k.button.open_ff('site_code=9366804&
amp;form_id=35951&lang=en');return false;">
var k_push_vars =
{
  "display_after": 30,
  "view_percentage": 30,
  "popup_font_color": "#000000",
  "popup_background": "#ffffff",
  "popup_separator": "#D4E2F0",
  "header": "Your feedback is important to us!",
  "question": "Would you be willing to give us a short (
  "footer": "Thank you for helping us improve our website",
  "remind": "Remind me later",
  "remind_font_color": "#3882C3",
  "yes": "Yes",
  "no": "No",
  "text_direction": "ltr",
  "images_dir": "http://d3a49zm9bincvs.cloudfront.net/",
  "yes_background": "#76AC78",
  "no_background": "#8D9B86",
  "site_code": 7429527
}
</script>
<!--End Kampyle Exit-Popup Code-->
<!-- Start Kampyle Css -->
<link rel="stylesheet" type="text/css" media="screen" href=
<!-- End Kampyle Css -->
</head>
<body>
<!--Start Kampyle Feedback Form Button--><div id="k_close_button" class=
"http://ec2.kampyle.com/solutions/website-feedback-form/"
"k_float k_bottom_sl k_right" onclick="javascript:k.button
"http://d3a49zm9bincvs.cloudfront.net/buttons/en/orange/en
"k_slogan" class="k_float k_bottom k_right"><a href="http:
"http://d3a49zm9bincvs.cloudfront.net/k_button.js" type="t
<script type="text/javascript" src="http://d3a49zm9bincvs.
<!--End Kampyle Feedback Form Button-->
</body>

```


1.3 Feedback Form Customization

1 → **Feedback Form customization –**
Customizing and managing your
feedback forms.

2 → **Embed URL –** Here you can find the
feedback form Embed URL for your website.



The screenshot shows the 'Feedback Form Customization' page. At the top, it says 'Manage Your Feedback Forms'. Below this is a text block explaining that multiple instances can be used for different website locations. A '+ Add Feedback Form Instance' button is present. The main area shows an 'Instance Name' field with 'My Feedback Form' entered, a 'Preview' button, and a list of actions: Edit, Delete, Rename, Duplicate, Embed URL (highlighted with a box and arrow labeled '2'), Translate, and Auto reply Email. At the bottom, there is a 'Your Private Key' section with the key 'Kampyle_25153_ZHwblm.html' and a note about recognizing registered users.

 Get [Tips and Tricks](#) for customizing your form.

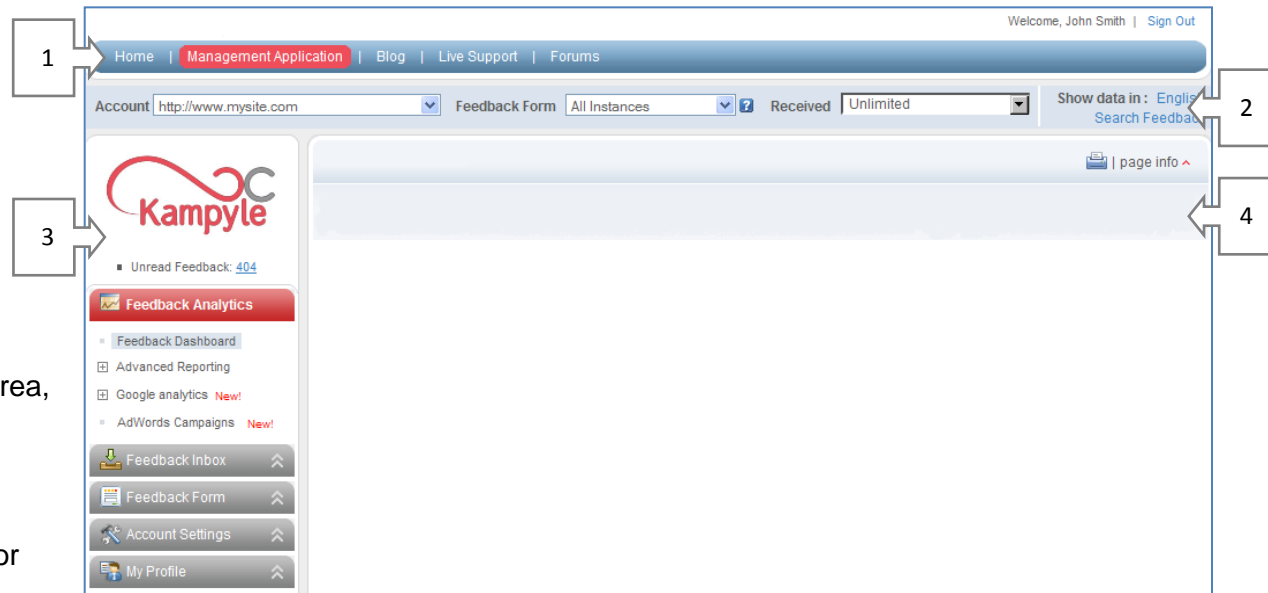
2 The Management Application layout

1 → **Header:** Blog, live support, forums.

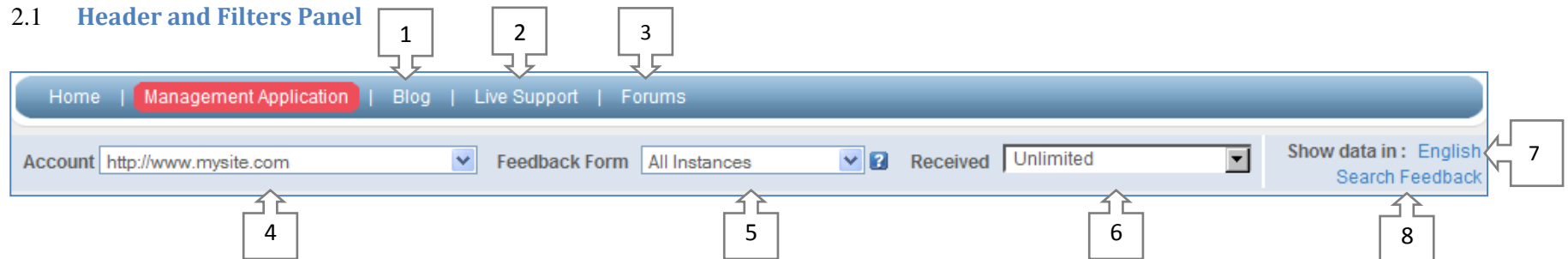
2 → **Filter panel:** Filters – accounts, feedback form instances, received date, language, search

3 → **Left-side panel:** Your logo, notification area, pages and reports selection.

4 → **Inner page:** Displays the selected page or analytics.



2.1 Header and Filters Panel



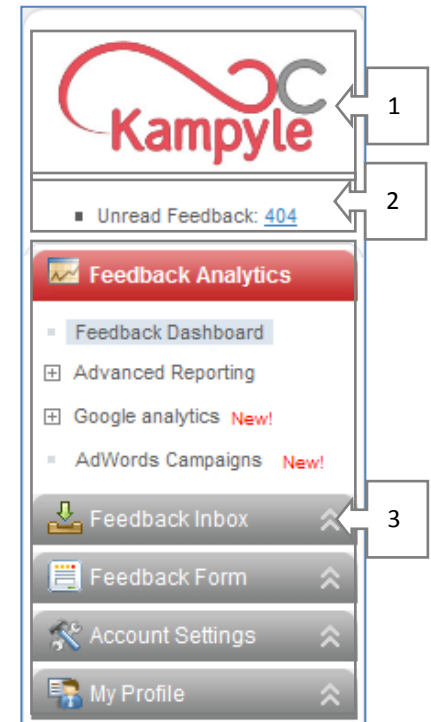
- 1 → **Blog:** Kampyle's blog features important news, updates, tips and advice on Kampyle and its latest functionalities.
- 2 → **Live support:** Engage with online support using our chat service.
- 3 → **Forums:** Kampyle's forums contain FAQs, as well as questions and discussion initiated by Kampyle users.
- 4 → **Account filter:** Choose which website's account data will be displayed.
- 5 → **Feedback Form instance filter:** Filter feedback results and reports by Feedback Form instance.
- 6 → **Received filter:** Choose the date range of the data that is displayed in Kampyle.
- 7 → **Show data in:** Select a language for the data.
- 8 → **Search feedback:** Search specific words within the feedback received.

2.2 Left-side panel

1 → **Company logo** – You can display your logo in the Management Application. Upload it through: Account Settings > General Information > Company.

2 → **Notification area** – This dynamic section will highlight important notifications regarding your website's feedbacks. Pressing on the linked number will take you to the feedback inbox, showing you only the groups with unread feedback items.

3 → **Left navigation menu** – You can browse through the different sections of the management application using the left navigation menu.



2.3 Inner Page

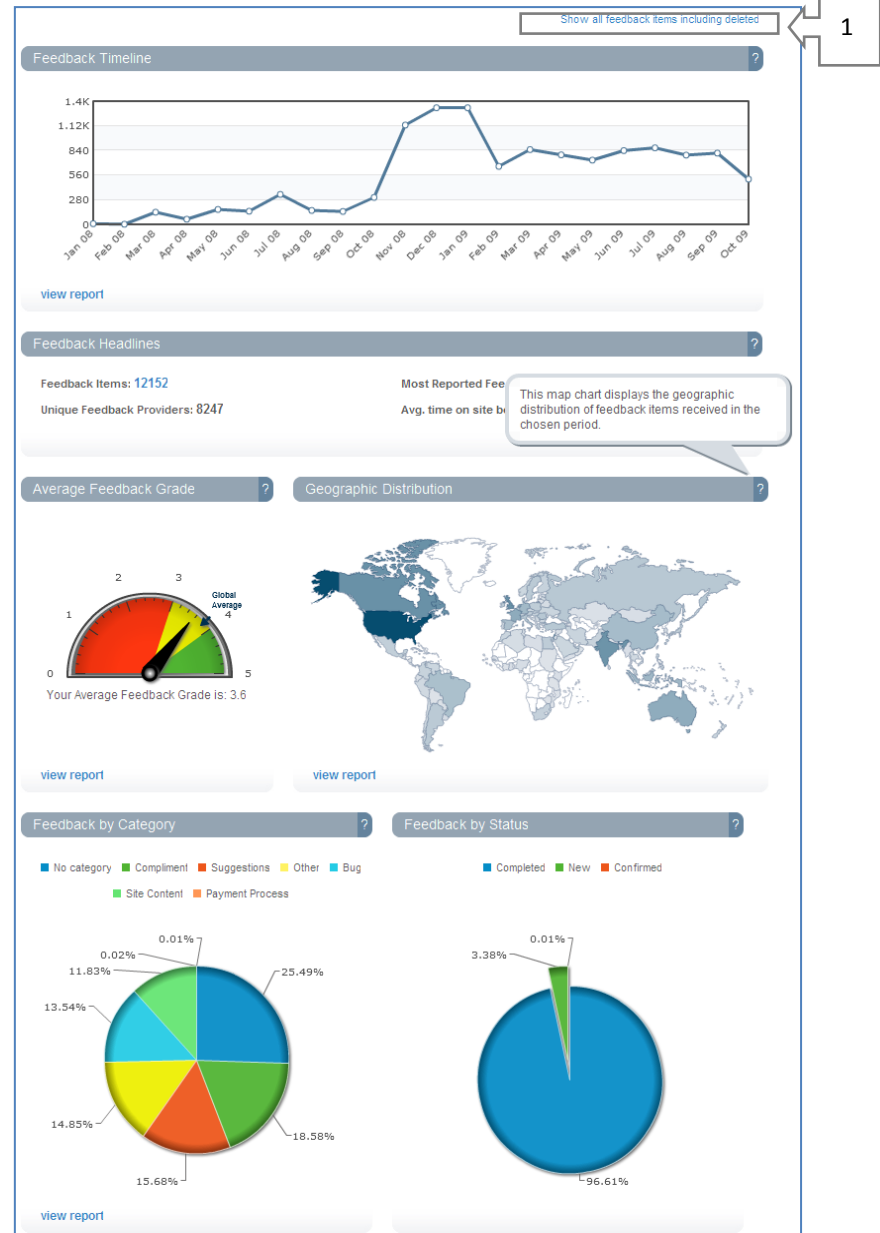
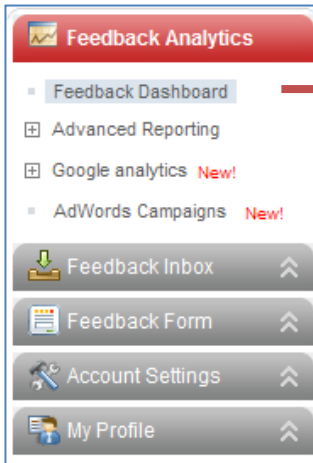
1 → **Page title and description** –
Get more information on the
page's functionality and
displayed data.

2 → **Inner page** – Kampyle's reports
and feedback data are displayed
here.



3 Feedback Dashboard

1 **Show all feedback items including deleted** – This option allows you to choose whether you wish Kampyle to display or ignore deleted items.



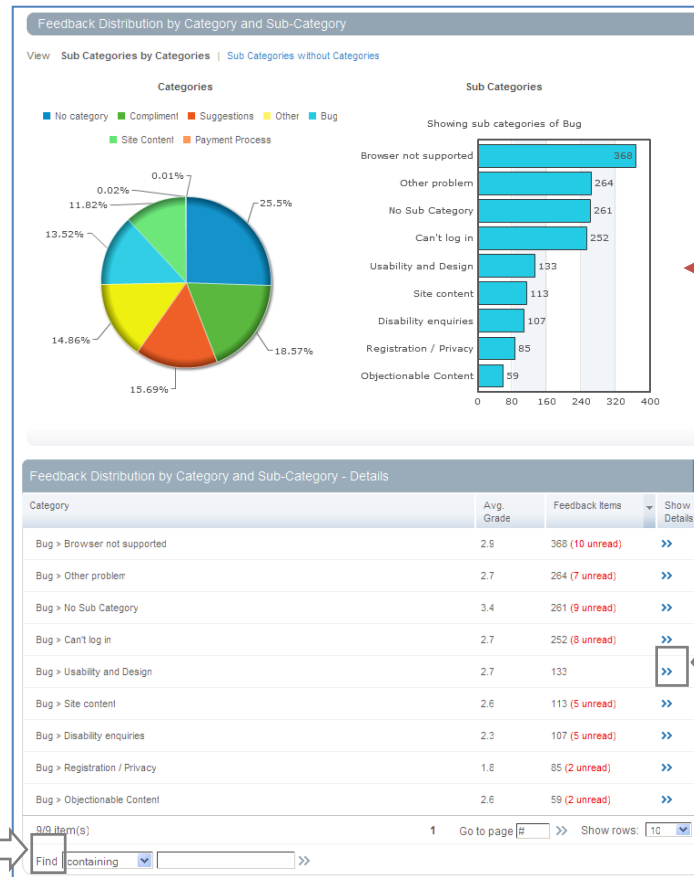
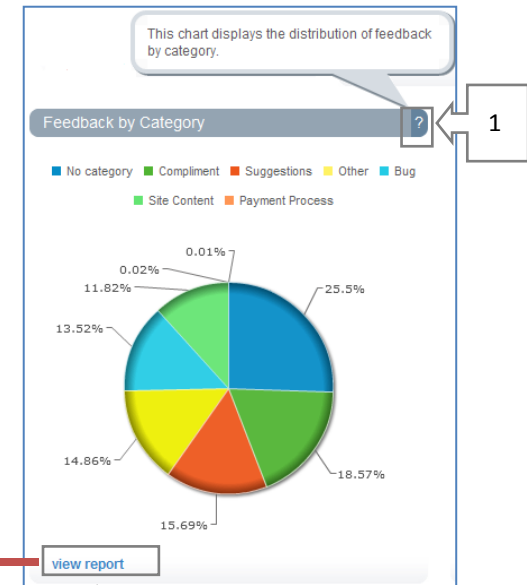
3.1 Feedback Dashboard - Charts

1 **Tooltip** - Read Tooltips to get more information on charts and features.

2 **View report** - Drill down to view the chart's advanced report.

3 **More details** - Drill down further to review and manage feedback and items within this selected group.

4 **Find** - Search specific words within the feedback received.



view report

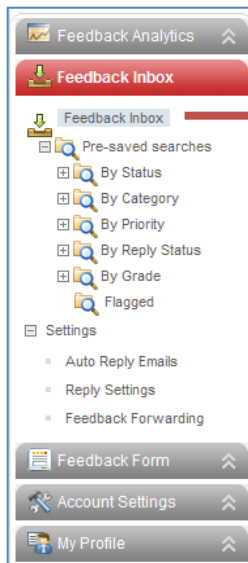
2

3

4

4 Feedback Inbox

- 1 **Inbox Actions** – Edit, filter, reply to users, forward feedback, delete feedback or export it using a spreadsheet. Click on “More Actions” to mark, flag and view reports on selected feedback items.
- 2 **Feedback Item General View** – One feedback item. Unread feedback is marked in bold. Click on a row to display the feedback item’s info.
- 3 **Feedback Item Full View** – Displaying feedback information, user information and editing options.
- 4 **Current page info** – Inbox view options



Feedback Inbox page info

The Feedback Inbox is your main feedback management tool. Here, you will find all the feedback submitted by your users. The Feedback Inbox allows you to edit, search, flag, filter, forward, export and compare data on the feedback received, as well as reply to the users.

Edit Reply to Users Forward Delete Export More Actions
View Filter

Select: All, None, Read, Unread, Flagged, Unflagged Expand All, Collapse All

Status	From	Description	Date
<input type="checkbox"/> New	guest		Oct 18, 09, 1:22 am
<input type="checkbox"/> New	guest	very very good service but the price of the ...	Oct 18, 09, 12:57 am
<input type="checkbox"/> New	Otr	When editing an item in my feedback inbox, L...	Oct 17, 09, 11:49 pm
<input type="checkbox"/> In process	pavel.ogonovs	A link under "languages" would be useful ...	Oct 17, 09, 4:33 pm
<input type="checkbox"/> Confirmed	guest	Send me an	Oct 17, 09, 12:22 pm
<input type="checkbox"/> Confirmed	avir.meir@gmail.com		Oct 17, 09, 10:05 am
<input type="checkbox"/> Confirmed	guest	Seems good and covers that part I wanted, L...	Oct 17, 09, 9:58 am
<input type="checkbox"/> Confirmed	Abby I	Abby International - Canapele exten...	Oct 17, 09, 9:02 am
<input type="checkbox"/> Confirmed	chings@yahoo.com		Oct 17, 09, 8:51 am

In process - michael.m@gmail.com - I like the nice layout of the site. I normal...

Oct 26, 09 - Replied to michael@gmail.com by kampyl@kampyle.com - Hello, Thank you for submitting your feedback on th... [More](#)

Description: I like the nice layout of the site. I normally would find a Give Feedback suggestion annoying.

URL: http://www.mysite.com/page_url

AdWords: -

Keywords: -

User: chromabox@gmail.com

Category: Compliment + Usability and Design

Grade: -

Submission: Active Request

Item ID: 12724

Priority: Medium

User Info:

Browser:	Firefox 3.5	Browser Lang:	English
OS Platform:	Windows XP	Screen Resolution:	1024x768
IP Location:	United States	Color Depth:	24
IP Address:	69.234.126.0	Flash Version:	Flash Not installed
Cookies Enabled:	Yes		

[Reply To User](#) | [Forward](#) | [Edit](#) | [Delete](#)

<input type="checkbox"/> Confirmed	guest		Oct 16, 09, 10:59 pm
<input type="checkbox"/> Confirmed	guest		Oct 16, 09, 8:37 pm
<input type="checkbox"/> Confirmed	mazycki@hotmail.com		Oct 16, 09, 6:54 pm
<input type="checkbox"/> Confirmed	guest		Oct 16, 09, 6:30 pm
<input type="checkbox"/> Confirmed	guest	demo takes too long. I want to see this, no...	Oct 16, 09, 5:15 pm
<input type="checkbox"/> Confirmed	guest	it's great	Oct 16, 09, 4:55 pm
<input type="checkbox"/> Confirmed	guest	comment	Oct 16, 09, 4:54 pm
<input type="checkbox"/> New	guest		Oct 16, 09, 4:35 pm
<input type="checkbox"/> New	caroline		Oct 16, 09, 4:30 pm
<input type="checkbox"/> New	guest		Oct 16, 09, 3:18 pm
<input type="checkbox"/> New	guest	time math	Oct 16, 09, 2:49 pm
<input type="checkbox"/> New	guest		Oct 16, 09, 2:45 pm
<input type="checkbox"/> New	Alan Johnson		Oct 16, 09, 2:36 pm

22/12144 Feedback Item(s), 10 unread 1 | 2 | 3 | 4 | Next Go to page Show rows: [2]

4.1 Feedback Inbox - Feedback Item

1 → **Feedback basic information** - Displaying the feedback item's status (can be changed by using the edit button), user's e-mail, description, date received and flag.

2 → **Feedback information** – Description: Feedback text description.
 URL: The URL in which the feedback was submitted.
 Adwords: the Google Adwords campaign that brought the user.
 Keywords: keywords searched by the user.
 User: User's e-mail (if submitted) in Feedback Form.
 Category: Selected feedback category and sub-category.
 Grade: Selected grade 1(worst) – 5 (best).
 Submission: Received as a result of active request (pop-up)/feedback button.
 ID: Unique, searchable ID for each feedback.
 Priority: Feedback priority is medium by default, and can be changed by using the edit button.

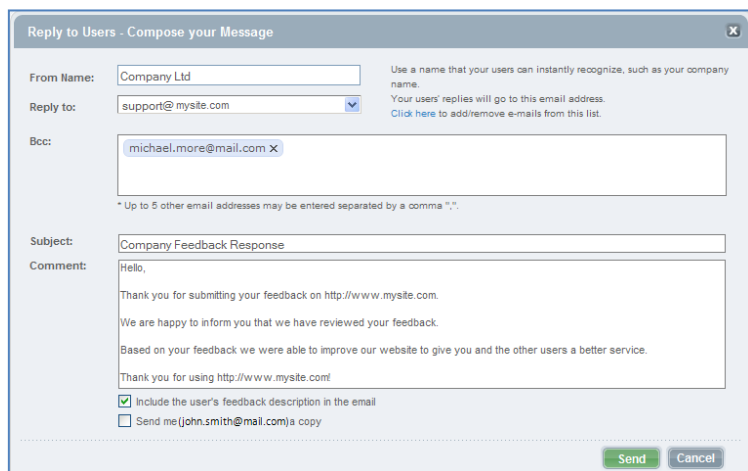
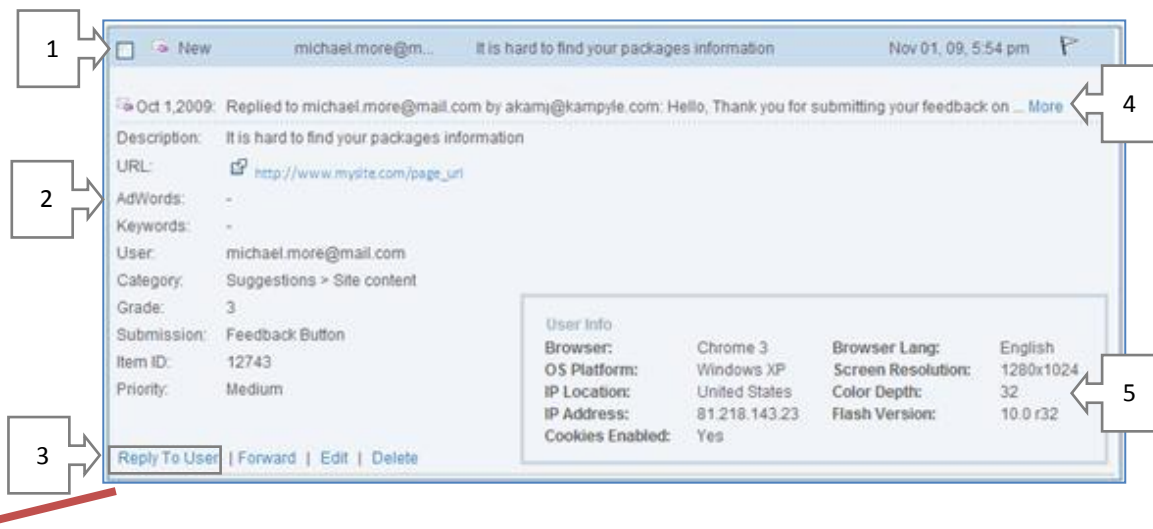
💡 Read more about [Google Analytic Integration](#).

💡 Read more about [Recognizing logged in Users](#).

3 → **Feedback Actions** – Reply to user, forward feedback item, edit feedback's priority/status or delete.

4 → **Feedback reply/forward history** – Displays previous replies and forwarded e-mail. Click 'More' to display the full correspondence.

5 → **User Info** – Displays the user's system information.

1 → [New] michael.more@... It is hard to find your packages information Nov 01, 09, 5:54 pm

2 → Oct 1, 2009: Replied to michael.more@mail.com by akamj@kampyle.com: Hello, Thank you for submitting your feedback on ... More

3 → Description: It is hard to find your packages information

4 → URL: http://www.mysite.com/page_url

AdWords: -

Keywords: -

User: michael.more@mail.com

Category: Suggestions > Site content

Grade: 3

Submission: Feedback Button

Item ID: 12743

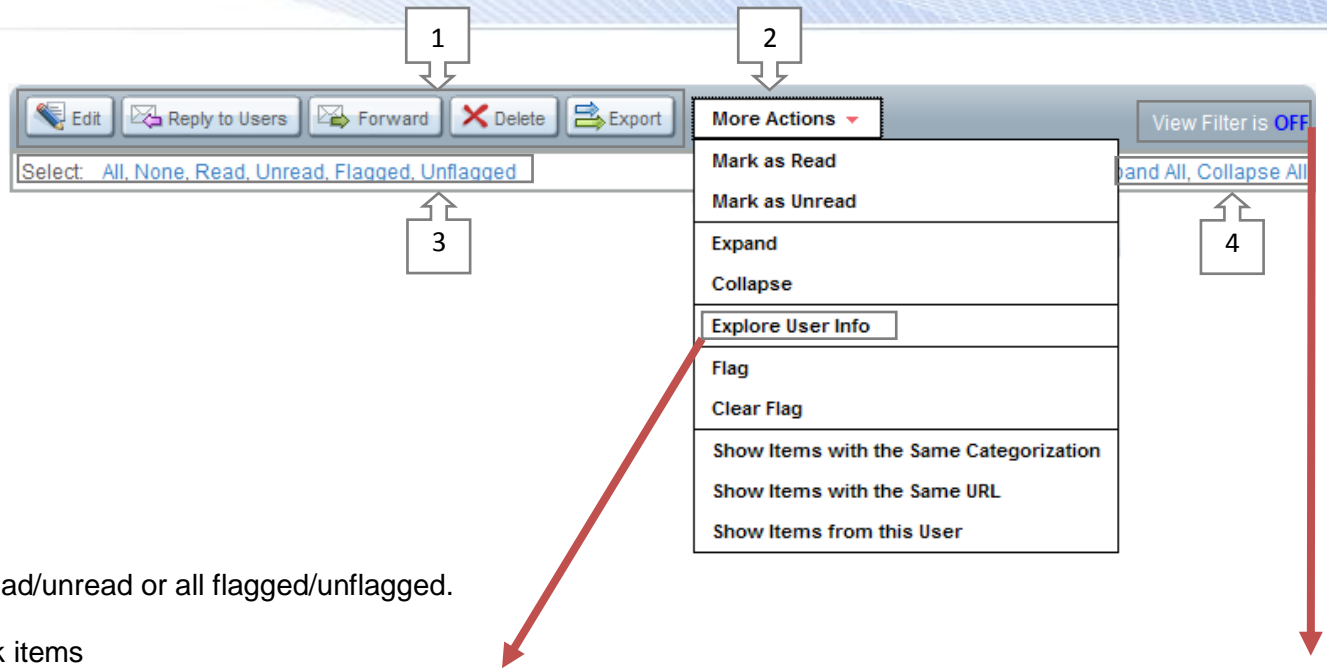
Priority: Medium

5 → User Info

Browser:	Chrome 3	Browser Lang:	English
OS Platform:	Windows XP	Screen Resolution:	1280x1024
IP Location:	United States	Color Depth:	32
IP Address:	81.218.143.23	Flash Version:	10.0 r32
Cookies Enabled:	Yes		

Reply To User | Forward | Edit | Delete

4.2 Feedback Inbox - Inbox Actions



1 → **Inbox Actions** – Actions available after selecting one or more feedback items: edit status/priority, reply to user, forward, delete, export to Excel/xml file.

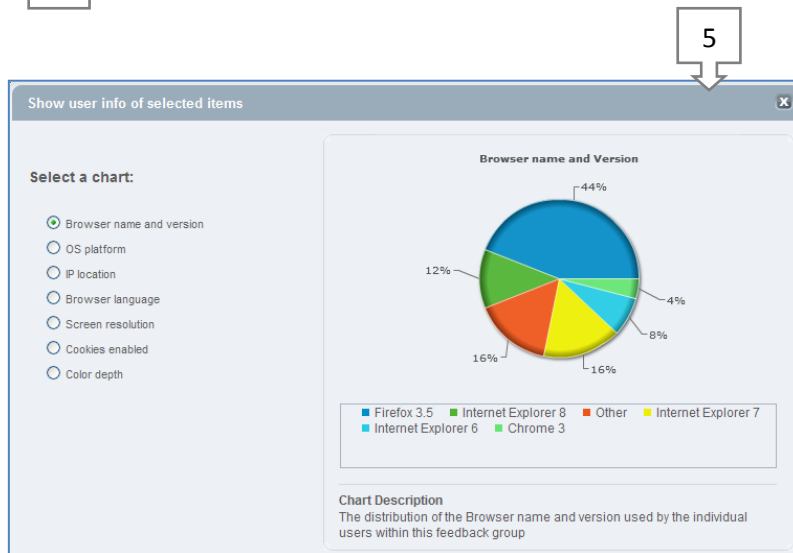
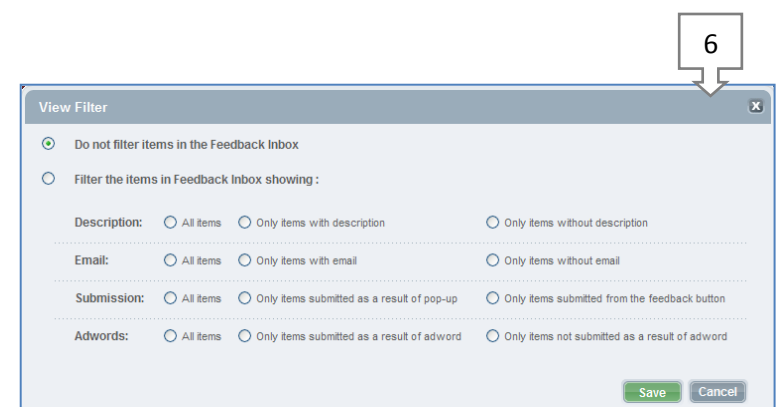
2 → **More Actions** - Actions available after selecting one or more feedback item.

3 → **Selection** – select group of feedback items: all, none, all read/unread or all flagged/unflagged.

4 → **Expand/Collapse All** feedback items

5 → **Explore User Info** – Displays charts presenting selected feedback items' user info.

6 → **View Filter** – Filtering feedback items by description, e-mail, result of pop-up or Adwords.

Thank You!

For more information please visit our [forum](#) and our [blog](#).

Would you like to get a demo of Kampyle by one of our representatives? [Request a demo!](#)

Contact Information:

Support - Support@kampyle.com

Sales - Sales@kampyle.com