

## Office Summary Report

Report For: **Sample Realty - Period: Jan. – Feb. 2008**

The following provides a summary of client satisfaction scoring and rating for the realty office mentioned above. The results are based on a survey conducted by Next Market, an independent research firm, using AgentSurvey.net technology, during the indicated period.

### Number of Respondents: 94

1) Success Record	Client Recommendation Frequency	Conditional Recommendation
	85.3%	14.7%
2) Relationship Management Practices	Rating	
	Extremely Satisfied	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Communication, Responsiveness, Listening / ability to grasp wants, needs and expectations</li> </ul>		
3) Qualifications	Rating	
	Very Satisfied	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Real Estate designation, Years of experience, Brand affiliation, Knowledge of the real estate market</li> </ul>		
4) The Experience Delivered	Rating	
	Very Satisfied	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Range of options provided, Suitability of the selected property, Paperwork, Advice on pre-sale staging and maintenance, Overall transaction ease</li> </ul>		
5) REALTOR® Characteristics	Rating	
	Extremely Satisfied	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Trustworthy, Skilled, Communicative, Proactive, Easy to work with</li> </ul>		
6) How the REALTOR® Makes the Client Feel	Rating	
	Extremely Satisfied	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Confident in their choice, Understood, Respected, Important</li> </ul>		
7) Testimonials	Attached (if applicable)	

## Realtor Summary Report

**Report For: Sandra Sample - Period: June –Aug. 2007**

The following provides a summary of client satisfaction scoring and rating for the REALTOR® mentioned above. The results are based on a survey conducted by Next Market, an independent research firm, using AgentSurvey.net technology, during the indicated period.

### Number of Respondents: 28

<b>1) Success Record</b>	<b>Client Recommendation Frequency</b>	<b>Conditional Recommendation</b>
	83.8%	16.2%
<b>2) Relationship Management Practices</b>	<b>Rating</b>	
	<b>Extremely Satisfied</b>	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Communication, Responsiveness, Listening / ability to grasp wants, needs and expectations</li> </ul>		
<b>3) Qualifications</b>	<b>Rating</b>	
	<b>Very Satisfied</b>	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Real Estate designation, Years of experience, Brand affiliation, Knowledge of the real estate market</li> </ul>		
<b>4) The Experience Delivered</b>	<b>Rating</b>	
	<b>Very Satisfied</b>	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Range of options provided, Suitability of the selected property, Paperwork, Advice on pre-sale staging and maintenance, Overall transaction ease</li> </ul>		
<b>5) REALTOR® Characteristics</b>	<b>Rating</b>	
	<b>Extremely Satisfied</b>	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Trustworthy, Skilled, Communicative, Proactive, Easy to work with</li> </ul>		
<b>6) How the REALTOR® Makes the Client Feel</b>	<b>Rating</b>	
	<b>Extremely Satisfied</b>	
<ul style="list-style-type: none"> <li>▪ <b>Score Profile:</b> Confident in their choice, Understood, Respected, Important</li> </ul>		
<b>7) Testimonials</b>	Attached (if applicable)	

The following is a list of some of the additional reports available through the online report writer:



#### AgentSurvey.net OE (Office Edition) Reports

- Satisfaction/performance ratings reporting.
- Reports are available in many modes including individual customer (where applicable), customer groupings, Buyer vs. Sellers, etc.
- Full segmentation of data based on a wide range of profile and other response criteria.
- Unedited, customer comments.
- Searchable and filterable customer comments.
- Live comparison reporting.
- Data filtering for conditional reporting.
- Importance/Value ratings reporting.
- Priority reports - Low performing areas reporting.
- Top performing areas reporting (fulfillment).
- Automated, built-in analysis on the correlation between importance and performance metrics.
- Letter grade reporting.