



The screenshot displays the 'Feedback Analytics' dashboard with the 'Feedback Inbox' selected. The inbox contains a list of feedback items. One item is selected, showing a detailed view with the following information:

- Description:** The possibility to compare user info would be greatly appreciated.
- URL:** <http://www.imputive.com/owner/?page=instances#>
- User:** user3@kampyle.com
- Category:** Suggestion > Feature request
- Grade:** 3
- Item ID:** 3
- Prio:** Medium

The 'User Info' section provides additional technical details:

Browser:	FireFox 2	Browser Lang:	Hebrew
OS Platform:	Windows XP	Screen Resolution:	1024x768
IP Location:	Israel	Color Depth:	32
IP Address:	84.110.88.196	Cookies Enabled:	Yes

The interface also shows a 'More Actions' menu with options like 'Mark as Read', 'Mark as Unread', 'Expand', 'Collapse', 'Explore User Info', 'Flag', 'Clear Flag', 'Show Items with the Same Categorization', 'Show Items with the Same URL', and 'Show Items from this User'. The bottom of the screen indicates '10/10 Feedback item(s), 8 unread' and 'Show rows: 25'.

## Product Update

### Kampyle's Improved "Feedback Inbox" Release

*A result of feedback received from our users, Kampyle's new inbox is up and running*

The Kampyle Feedback inbox is the heart of the Kampyle Feedback Analytics Service. The Kampyle Feedback Analytics Service brings you not only the ability to listen to the "voice of your customers" but also the ability to get back to your customer via our powerful feedback Inbox. This process of correcting and improving your site, then getting back to your customers should be as easy and quick as possible. Kampyle has received feedback from its users who had suggestions for improvement of the Feedback Inbox. This feedback has been extremely helpful in gaining

### Tip of the day

Research your feedback! To find possible causes for bugs or any other complaints that your users may have brought forward, use the "Explore User Info" option in the More Actions menu. Select the relevant feedback items and you'll be able to compare the background information behind the feedback items, and learn what the users who reported an issue have in common.

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a better understanding of what changes and additions will assist our users to better communicate with their customers via the Feedback Inbox.

This improved inbox features many new additions and changes:

- No more automatic grouping
- Adjustable row view
- Flagging
- Read / Unread marking of feedback items
- Comparative User Information
- Multiple users reply in one click!
- Feedback search (coming soon)

Kampyle truly believes that the improvements mentioned above provide you with a Feedback Inbox that is better, and easier to use.

We are sure you will find the new inbox highly effective and helpful. We would be very happy to receive your comments and suggestions about this latest development, so send us your feedback!

To learn more about the Kampyle improved Feedback Inbox and how to use it, please read our [Blog post](#) about the improved inbox.

To login to Kampyle and check out the new inbox, click [here](#).



### **Need help implementing the Feedback button on your site?**

Kampyle's support team would be happy to assist you to implement our feedback button on your site.

Just contact us at: [support@kampyle.com](mailto:support@kampyle.com)

### **Registration**

If you have not done so already, we invite you to register on Kampyle to start your way in the new world of Feedback Analytics. There is no cost, and it takes only a minute to join. [Register today!](#)

### **Quick Links**

[www.kampyle.com](http://www.kampyle.com)

Support: [support@kampyle.com](mailto:support@kampyle.com)

[Register](#) for Kampyle

