This survey was sent out to gain a quantitative sample from a larger portion of users with the intent to inform future product decisions and may not be a full and complete representation of the specific customer base.

Statistical significance: While we received a high volume of responses to the survey, there are two limitations to the results.

1) Customers were not segmented by actual product usage; therefore some of the results may include customers with limited usage of the CRM and/or Sidekick tools.

2) Customers were not de-duplicated by team which means that more than one user from the same company or sales team may have responded to the survey.