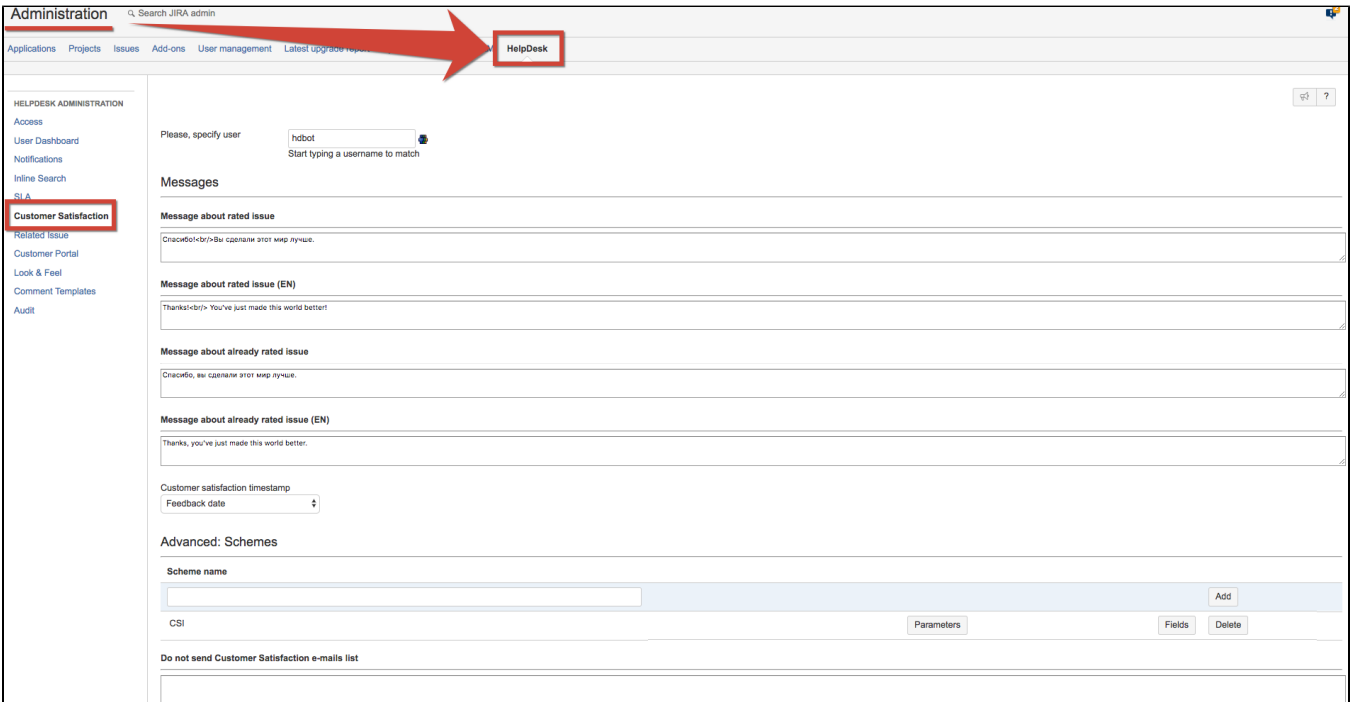


# Customer Satisfaction

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You can collect customer’s feedback regarding their satisfaction of your service.

Go to HelpDesk Administration menu/ Customer Satisfaction.



## User

Specify user with administrators permissions on behalf of whom issues will be edited with survey's results.

## Messages

Input messages which will be shown to users after completing the survey:

Field	Description
Message about rated issue	Create a message for users to be shown after the survey is finished on system's default language
Message about rated issue (EN)	Create a message for users to be shown after the survey is finished on English (is sent to users who's profile language is not system's default language)
Message about already rated issue	If the issue is already rated and rating fields were not discarded by post-function during transaction, this message is shown to user on system's default language

Message about  
already rated issue  
(EN)

If the issue is already rated and rating fields were not discarded by post-function during transaction, this message is shown to user on on English (for users who's profile language is not system's default language)

## Customer Satisfaction Timestamp

To add the field with the date when customer answered the survey select Date or Date Time custom field from the dropdown in HelpDesk administrator menu / Customer Satisfaction:

**Message about already rated issue (EN)**

Thanks, you've already made this world better.

**Customer satisfaction timestamp**  
CSI Date time


**Advanced: Schemes**

**Scheme name**


This field will be filled in automatically in the Dates section at the right when the customer leaves the feedback.

**People**

Assignee

 Dmitri Abrosov

Reporter

 jiratst test (test)

Votes:

0 [Vote for this issue](#)

Watchers:

1 [Stop watching this issue](#)

**Dates**

Created

03/Apr/18 2:23 PM

Updated

05/Apr/18 4:57 PM

CSI Date time

05/Apr/18 4:34 PM

## Advanced

### Custom Fields


Create custom fields to store the results of customer's feedback. These fields could be Select List (single choice) type for one mark rating and Text or HTML types for comments. If you have several ratings create custom fields for each of them. Add those fields to the scheme in HelpDesk administration / Customer Satisfaction, then use this scheme in [Post-Function 'Sending Feedback to Reporter'](#).

In configuration of Select List (single choice) field create options which would be the marks (it could be numeric rating or text like 'excellent', 'good', 'bad' - whatever you want):

### Configure Custom Field: Feedback ?

Below are the Custom Field Configuration schemes for this custom field. Schemes are applicable for various issues types in a particular context. You can configure a custom field differently for each project context or in a global context. Moreover, project level schemes will over-ride global ones.

- [Add new context](#)
- [View Custom Fields](#)



### Default Configuration Scheme for Feedback

Default configuration scheme generated by JIRA

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):  
Global (all issues)

Default Value: [Edit Default Value](#)

Options: [Edit Options](#)

- 5
- 4
- 3
- 2
- 1
- 0
- 1
- 2
- 3
- 4
- 5

The reporter will receive email with feedback link when [Post-Function 'Sending feedback to reporter'](#) is set up.

## NEW-97 security level to parent company

Rate our work


-5	-4	-3	-2	-1	0	1	2	3	4	5
----	----	----	----	----	---	---	---	---	---	---

Rating comment

Great work! Thanks!

Rate

After the user (issue reporter) submits the survey the issue updates and rating with comment will be saved in selected fields above:

 New test / NEW-95

security to parent company

EditCommentAssignMore

ReopenReopen and start progressAdmin

html:Great work! Thanks!


Feedback:5

Description

Click to add description

Attachments

Drop files to attach, or [browse](#).



orgs.csv  
In 1 minute0.2 kB

Activity

AllCommentsWork LogHistoryActivityTransitionsCalendar

jiratst added a comment - 2 minutes ago

The user "jiratst (company)" has rated our work as:

Rate our work: 5  
Rating comment: Great work! Thanks!

Comment

## Schemes

You can create different schemes for customer satisfaction surveys and use them in different workflows or in different transitions.

Advanced: Schemes

Scheme name

Add

Satisf

FieldsDelete

Add new scheme and click on "Fields" button to add custom fields to it.

Fields

Attribute name	Attribute name (En)	Jira custom field	Option for which the comment will be required		
<input type="text"/>	<input type="text"/>	CRM Com ▾	My Region LLC ▾	Add	
<div></div> Оцените нашу работу	Rate our work	Rating	-2	Options	Delete
<div></div> Комментарий	Comment	CSI Comment		Delete	

Close

Item	Description
Attribute name	This name will be displayed as a field name in the survey (default system language)
Attribute name (En)	This name will be displayed as a field name in the survey (if the system language is English)
Jira custom field	Select a field created for the customer satisfaction from the dropdown list of available fields (Select Single choice, Text or HTML types)
Option for which the comment will be required	When Select (single choice) field is selected you can require a comment for one of the field's options. Don't forget to add a Comment (Text or HTML field) to the scheme in this case.
Options	Open the dialog window to customize the options (only for Select fields). See below.
Delete	Delete the attribute from the scheme

### Customize Options

You can set the colors for each option in the feedback letter and use the colors in the gadget.

Click on "Options" button to open the dialog:

Options

	Option name	Name	Color	Use in gadget	Use on page
<div></div>	-2	-2	<div><div></div></div>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<div></div>	-1	-1	<div><div></div></div>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<div></div>	0	0	<div><div></div></div>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<div></div>	1	1	<div><div></div></div>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<div></div>	2	2	<div><div></div></div>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Close

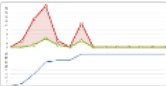
Item	Description
Option name	Option name as it is saved in the custom field
Name	Create your own option's name to display it in the letter and gadget
Color	Select the color for the option
Use in gadget	When checked the selected color will be displayed for the option in the gadget (see below)
Use on page	When checked the selected color will be displayed for the option in the feedback lett

## Customers Satisfaction Gadget

You can create HelpDesk Satisfaction Pie Chart Gadget based on received data from customers.


Add a gadget
Manage gadgets

Wallboard 7




**CRM Transaction gadget**  
By Teamlead • Local
Add gadget

CRM Transaction gadget  
[Show XML link](#)




**HelpDesk SLA Karma gadget**  
By Teamlead • Local
Add gadget

HelpDesk SLA Karma gadget  
[Show XML link](#)



**HelpDesk SLA overdue statistics gadget**  
By Teamlead • Local
Add gadget

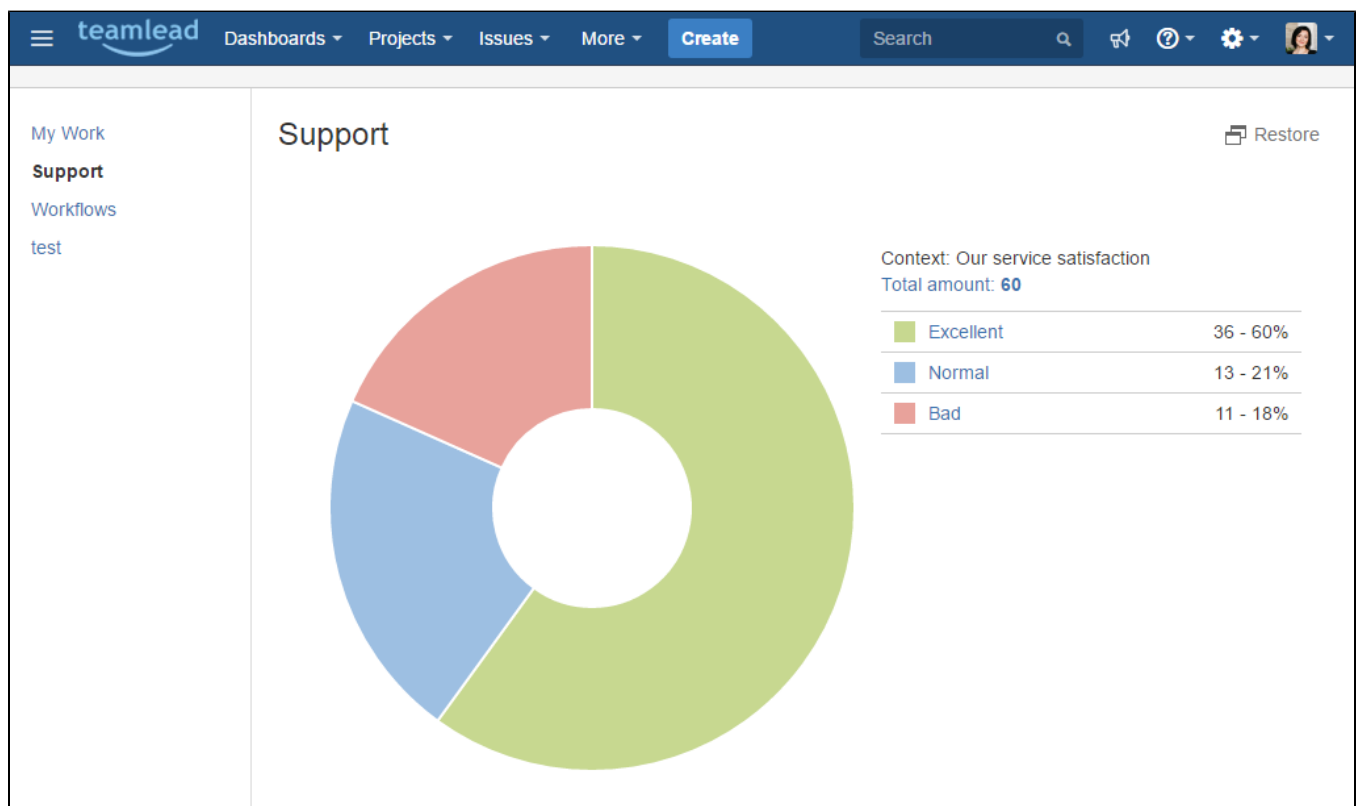
HelpDesk SLA overdue statistics gadget  
[Show XML link](#)



**HelpDesk Satisfaction Pie Chart**  
By Teamlead • Local
Add gadget

HelpDesk Satisfaction Pie Chart  
[Show XML link](#)

For example:



Because of rounding, totals can not add up to 100.