
[done] Employee Assessment Survey

Posted by reginanickles - 2008/07/24 18:17

I need to develop a Customer Satisfaction survey to rate out service technicians. I have a set of 5 questions. I need to be able to send customers emails inviting them to rate their customer service technician after a phone installation project.

I need to be able to look at the survey results employee (service technician) and by department.

Can this be done?

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Re:Employee Assessment Survey

Posted by DaMoisture - 2008/07/24 22:50

Check out my thread here, we seem to be encountering a similar problem. The solution I am going with is to ask participants for their email address and their technician (in my case, director code) in a question right up front. Then, when I export the data in a spreadsheet, it is quite easy to sort the data by technician (director code).

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Re:Employee Assessment Survey

Posted by Mazi - 2008/07/25 23:20

It's always best to ask this directly within the survey. Doing so you can use the integrated filter function to filter results by department/technician at the statistics panel.

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