

Internal Process Automation Tool - Feedback Report

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1. Introduction

I compiled this feedback report for the Internal Process Automation Tool (Jan 2024 - Jun 2024) to summarize user feedback post-launch. This 1-2 page excerpt, part of a 4-page report, was based on surveys from 50+ consulting teams in Jun 2024, supporting a 30% staffing time reduction.

2. Feedback Collection

- Method: Surveys via tool, Microsoft Forms.
- Participants: 15 project managers, 10 HR leads, 20 consultants.
- Period: Jun 1-10, 2024.

3. Key Findings

- Skill Matching: 90% of managers found matches accurate; 5% noted skill mismatches.
- Notifications: 85% of consultants valued email alerts; 10% reported delays.
- Dashboard: 80% of HR leads praised utilization metrics; 10% requested custom reports.
- Permissions: 95% confirmed secure access; 3% noted setup complexity.

4. Recommendations

- Refine skill matching algorithm for edge cases in Q3 2024.
- Optimize email server for faster notifications.
- Add custom report options to dashboard.
- Simplify permission setup with wizard in Q3 2024.

5. Impact

- Feedback led to sprint 5 updates (e.g., notification fixes).
- Boosted adoption (50+ teams in first month).
- Informed Q3 2024 roadmap (e.g., forecasting).