

# ForeSee: VA.gov Data Manual

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## Extract 5 Star Data

1. Go to <https://cxsuite.foresee.com/client/login> to login.

ForeSee CX Suite

cxsuite.foresee.com/client/login

Ad Hoc v10.3.41 Unanet... Google Analytics Product Managem... Board · VSP

**FORESEE**

CX SUITE ANALYTICS PORTAL

Enter Username

Next

[Privacy Policy](#)

2. Click on the “Surveys” tab and then click on the “VA.gov Stars Only - 1090-0008” survey under Feedback Surveys.

**U.S. Department of Veterans Affairs**

**Surveys**

Search... Name: A-Z Last 30 Days Status: ☒ Active ☒ Draft ☐ Inactive

ALL SURVEYS (7) MY FAVORITES (0) CX SURVEYS (5) FEEDBACK SURVEYS (2)

**CX Surveys (CSAT)**

Survey	Channel	Status	Responses (30D)	CSAT (30D)
VA - My HealtheVet V2	Web	Active	8,506	78.2
VA Main V2	Web	Active	2,119	61.0
VA Vantage Point Desktop Browse	Web	Active	193	75.0
VBA Satisfaction Survey	Web	Active	50	66.7
VHA Medical Centers	Web	Active	263	61.0

**Feedback Surveys** [+ Add Feedback](#)

Survey	Author	Status	Responses (30D)	Avg Rating (30D)
Experience This survey will be used to capture the experience users have on My HealtheVet	hillary.allen@va.gov	Draft	0	0.00
VA.gov Stars Only - 1090-0008	jeffrey.barnes4@va.gov	Active	334	3.18

3. Click the “View Responses” tab.

**U.S. Department of Veterans Affairs**

**VA.gov Stars Only - 1090-0008** 05/01/2019 - 01/31/2020 Add a Filter [Download PDF](#) [Edit Survey](#)

OVERVIEW QUESTIONS **VIEW RESPONSES** 1,113 Responses | This survey is Active

**Activity**

1,113 SUBMISSIONS 3.27 AVERAGE RATING

**Active Topics**

**1,113**

4. Filter the date range at the top of the page.

The screenshot shows the 'VA.gov Stars Only - 1090-0008' survey page. At the top, there is a date range filter set to '01/01/2020 - 01/31/2020', which is circled in red. To the right of the date range are 'Download' and 'Edit Survey' buttons. Below the date range, there is a 'Custom Range' dropdown menu with options: 'Last 24 Hours', 'Week to Date', 'Month to Date', 'Quarter to Date', 'Year to Date', 'Last Week', 'Last Month' (highlighted in blue), 'Last Quarter', 'Last Year', 'Last 7 Days', and 'Last 30 Days'. The main content area shows a table of responses with columns for '#', 'DATE', and a list of URLs. The 'Ratings with URL' filter is selected at the top right.

5. Make sure that the Customize Columns filter is done by “Ratings with URL.”

The screenshot shows the 'Customize Columns' dialog box. At the top, the 'Ratings with URL' filter is selected and circled in red. Below the filter, there is a search bar and a list of custom questions. Under the 'USER DETAILS (57)' section, the 'url' checkbox is checked and circled in red. Other checkboxes include 'GovDelivery', 'Section\_Compensation', 'Section\_Education', and 'Section\_VocBehab'. At the bottom, there is an 'Apply' button and a counter showing '1 Columns'.

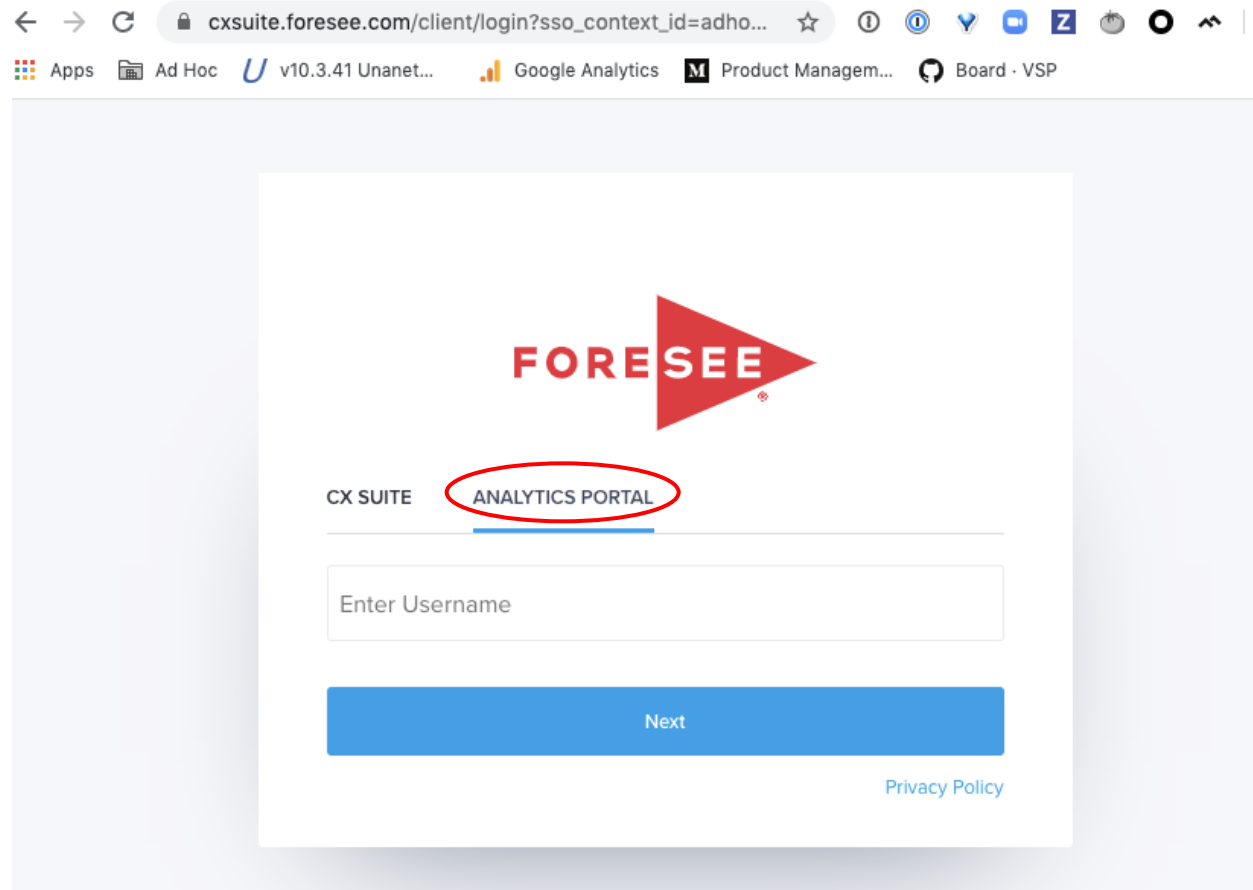
6. Click the “Download” button at the top right of the page. Download as a CSV.

The screenshot shows the 'VA.gov Stars Only - 1090-0008' survey page. At the top right, the 'Download' button is circled in red. Below the date range filter, there is a 'Custom Range' dropdown menu with options: 'Last 24 Hours', 'Week to Date', 'Month to Date', 'Quarter to Date', 'Year to Date', 'Last Week', 'Last Month', 'Last Quarter', 'Last Year', 'Last 7 Days', and 'Last 30 Days'. The main content area shows a table of responses with columns for '#', 'DATE', and a list of URLs. The 'Ratings with URL' filter is selected at the top right.

7. Filter the survey in Excel by the URL you are searching for.

# Extract Open-Ended Questions Data

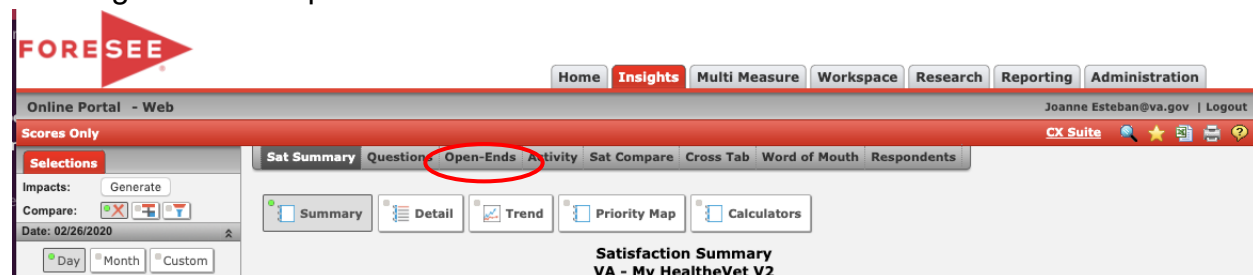
1. Go to <https://cxsuite.foresee.com/client/login> to login. Login using the “Analytics Portal.”



2. Navigate to the “Insights” tab.



3. Navigate to the “Open-Ends” tab.



4. On the left sidebar,
- a) Customize the date range you are looking for.
  - b) Filter the “Measurement” by “VA Main V2.”
  - c) Enter your desired word(s) under “Keyword Search.”
  - d) Use the Excel button at the top right of the screen to download any relevant content.

The screenshot shows the CX Suite interface with several annotations:

- 4a**: Points to the "Day", "Month", and "Custom" date range selection buttons.
- 4b**: Points to the "Measurement" dropdown menu, which is currently set to "VA Main V2".
- 4c & 4e**: Points to the "Keyword Search" input field, which contains the text "claims status".
- 4d**: Points to the Excel icon in the top right toolbar.
- 4e**: Points to the "Question" dropdown menu, which is currently set to "Custom Questions".

The interface includes sections for "Selections", "Impacts", "Compare", "Date", "From Date", "To Date", "Meas", "Measurement", "Filter", "Question", "Cluster Language", and "Keyword Search".

- e) NOTE: You will need to repeat the Keyword Search for every “OE” question under “Custom Questions”

5. Additional Excel instructions. ForeSee does not automatically purge PII from open-end questions. You will need to scan through the answers to purge any PII from before sharing your reports.