



Voice of Consumer

Functional Requirements Specification

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1 Introduction

1.1 Objectives

This is the Functional Requirements Specification (FRS) for the U.S. Department of Health and Human Services Voice of Consumer (HHS VOC) web application. The HHS VOC Tool is a Ruby on Rails web application with a MySQL database.

The Functional Requirements Specification for the HHS VOC Tool details the capabilities and functions that the VOC Tool must be capable of performing. These requirements will assure that the HHS VOC Tool will correctly and reliably perform its intended functionality. This specification will provide general and specific requirements to be used in the design, testing, and validation of the application. The focus is on what the HHS VOC Tool must do; details on how the components will be developed and how it will operate will be defined in the Software Design Specification for the HHS VOC Tool.

1.2 Scope

This Functional Requirements Specification applies to the HHS VOC Tool. The FRS will address the functions the HHS VOC Tool must be able to perform to successfully complete primary business functionality. This document also addresses HHS and Communications Training and Analysis Corporation (CTAC) requirements for web applications.

2 Acronyms and References

2.1 Acronyms and Definitions

FRS – Functional Requirements Specification
HHS – Health and Human Services
VOC – Voice of Consumer

2.2 References

3 Application Description

3.1 Application Framework

The HHS VOC Tool is a web application built using the Ruby on Rails web application framework. To function properly the HHS VOC Tool requires:

1. All documentation required to operate and maintain the system is present
2. Ruby 1.9.3 or higher is installed
3. Ruby on Rails 3.0.10 or higher is installed

3.2 System Hardware

The HHS VOC system has been designed to allow for the horizontal scaling of the individual components independent of each other

3.2.1 Web Server

A minimum web server setup consists of Apache with modproxy loadbalancing or Nginx.

- 800 megahertz (MHz) or faster processor
- At least 512 megabytes (MB) of RAM, 1 GB is recommended

3.2.2 Application Server

A minimum Unicorn setup consists of a single Master process and a worker process. It is recommended to use two unicorn worker processes per CPU core for the HHS VOC Tool. Each additional Unicorn worker process will require at least 70 megabytes (MB) of additional RAM (100 MB is recommended).

- At least 2 gigabytes (GB) of RAM, 3 GB is recommended.
- 2.6 gigahertz (GHz) or faster processor, 3.0 GHz is recommended

3.2.3 Background Jobs Server

A minimum DelayedJob setup consists of a single worker process. It is recommended for the HHS VOC tool to use one worker process per CPU core. Each additional DelayedJob worker process will require at least 70 megabytes (MB) of additional RAM (100 MB recommended).

- At least 2 gigabytes (GB) of RAM, 3 GB is recommended.
- 2.6 gigahertz (GHz) or faster processor, 3.0 GHz is recommended.

3.2.4 Database Server

A minimum database server setup consists of a MySQL 5.1 or greater install.

- At least 2 gigabytes (GB) of RAM, 3 GB is recommended.
- 2.0 gigahertz (GHz) or faster processor, 3.0 gigahertz is recommended.

3.3 Process Description



4 System Interfaces

4.1 Creating new a survey

REQ-4.1.1 The System must be able to create a new survey object when provided with a site association, unique name, description, and a survey type.

The screenshot shows the 'Voice of Consumer' web application interface. The header features the logo and 'Department of Health and Human Services' on the left, and a user email 'sysadmin@ctacorp.com' with a 'Logout' link on the right. A navigation bar contains links: Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. The main content area is titled 'New Survey' and contains the following fields:

- Site:** A dropdown menu with 'HHS.gov' selected.
- Name:** A text input field containing 'User Guide Example'.
- Description:** A large text area containing 'This is a sample for the VOC user Guide'.
- Survey Type:** A dropdown menu with 'Site' selected.

At the bottom right of the form are two buttons: 'Cancel' and 'Create Survey'.

The footer contains the 'Voice of Consumer' logo, the text 'A federal government website managed by the U.S. Department of Health & Human Services.', and the address '200 Independence Avenue, S.W. - Washington, D.C. 20201'.

REQ-4.1.2 On a successful creation, the user will be taken to edit the initial survey version.

REQ-4.1.3 A notification message will be displayed at the top of the page informing the user of a successful survey creation.

REQ-4.1.4 The newly created Survey Version should have a version string of "1.0"

REQ-4.1.5 In the case of an error, the user will be presented with the survey creation form page with the errors displayed at the top of the page for the user to review. Possible errors are:

- Name Can't be blank
- Name is too short (minimum is 1 characters)
- Description can't be blank
- Description is too short (minimum is 1 characters)
- Site can't be blank

New Survey

5 errors prohibited this question from being saved:

- Name can't be blank
- Name is too short (minimum is 1 characters)
- Description can't be blank
- Description is too short (minimum is 1 characters)
- Site can't be blank

Site:

Name:

Description:

Survey Type:

REQ-4.1.6 Clicking the cancel button will take the user back to the surveys index page.

4.2 Updating an existing survey's details

REQ-4.2.1 The system must be able to update a survey object's site association, name, description, and survey type when provided a new site association, unique name, unique description, and/or survey type .

The screenshot displays the 'Voice of Consumer' web application interface. The header features the application logo and the text 'Department of Health and Human Services'. A navigation bar includes links for Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. The user is logged in as 'sysadmin@ctacorp.com'. The main content area is titled 'Edit Survey' and contains the following fields:

- Site:** A dropdown menu currently showing 'Test.gov'.
- Name:** A text input field containing 'User Guide Example'.
- Description:** A text area containing 'This is a sample for the VOC user guide'.
- Survey Type:** A dropdown menu currently showing 'Site'.

At the bottom right of the form are two buttons: 'Cancel' and 'Update Survey'.

The footer contains the 'Voice of Consumer' logo, the text 'A federal government website managed by the U.S. Department of Health & Human Services.', and the address '200 Independence Avenue, S.W. - Washington, D.C. 20201'.

REQ-4.2.2 On a successful update, the user will be taken to the surveys index page and the updated survey should be seen in the survey list.

REQ-4.2.3 A notification message will be displayed at the top of the page informing the user that the survey was successfully updated.

REQ-4.2.4 In the case of an error updating the survey, the user will be presented with the survey edit form with the errors preventing the updating of the survey displayed at the top of the page.

New Survey

2 errors prohibited this question from being saved:

- Name can't be blank
- Name is too short (minimum is 1 characters)

Site:

Name:

Description:

This is a sample for the VOC user guide

Survey Type:

[Cancel](#)

REQ-4.2.5 Clicking on the cancel link will take the user back to the surveys index page.

4.3 Deleting a survey

REQ-4.3.1 The system must be able to delete a survey object when an authorized user clicks on the delete link.

REQ-4.3.2 On a successful deletion, the user will be taken to the surveys index page and the deleted survey should no longer be visible in the survey list.

REQ-4.3.3 A notification will be displayed at the top of the page informing the user that the survey has been successfully deleted.

Voice of Consumer
Department of Health and Human Services






















sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

All Surveys

Survey was successfully deleted.

+ New Survey Search Surveys View all surveys

Edit	Ver.	Survey  (click to view responses)	Description	Type	Site
		another508test	test	Site	Test.gov
		another508test2	you	Site	Test.gov
		Anthony's 508 Review Test Survey	Test	Site	Test.gov
		Anthony's 508 Review Test Survey Page	test	Page	Test.gov
		CBTest	CB test survey	Site	Test.gov
		delete me	test	Site	Test.gov
		Healthcare.gov Test	Test embedded iFrame on Healthcare.gov	Site	HealthCare.gov
		Help us improve our website	StopBullying.gov site-level survey for visitor demographics	Site	StopBullying.gov
		How was your visit to StopBullying.gov?	StopBullying.gov site-level survey for visitor feedback	Site	StopBullying.gov
		Jake new survey	testing jrubby!	Site	Test Site created by rake task

+ New Survey

1 2 3 4 Next Last »

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REQ-4.3.4 In the case of an error, the user will be taken to the surveys index page.

REQ-4.3.5 An error message will be displayed at the top of the page notifying the user that the deletion failed.

4.4 Create a new survey version

REQ-4.4.1 The system must be able to create a new major survey version.

REQ-4.4.2 The system must be able to create a new minor survey version.

4.4.1 Major Version

REQ-4.4.1.a Creating a new major survey version must increment the major version number of the version string.

REQ-4.4.1.b The new major survey version must be a new blank survey.

4.4.2 Minor Version

REQ-4.4.2.a Creating a new minor survey version must increment the minor version number of the version string

REQ-4.4.2.b The new minor survey version must be an exact duplicate of the previous minor version.

4.5 Edit a survey version

REQ-4.5.1 The system must be able to edit unpublished versions of a survey. If a version of the survey is already published, users cannot edit the survey unless they clone it (which makes it a new version).

REQ-4.5.2 Choosing “View Versions” of a survey must give the user access to choose a specific version of the survey to edit.

Voice of Consumer
Department of Health and Human Services

sysadmin@otacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

Survey Versions

Site: [site name here](#)

Survey: [User Guide Example](#)

Description: This is a sample for the VOC user guide

[New Version](#) [View All Surveys](#)

Edit	Survey Version	Export CSV	Thank You Page	Published	Created	Updated
	1.0 User Guide Example	export			08/24/2012	09/16/2012 17:59:58 + x
	1.1 User Guide Example	export			09/16/2012	09/25/2012 15:25:16 + x
	1.2 User Guide Example	export			11/21/2012	11/21/2012 17:13:43 + x
	2.0 User Guide Example	export			09/16/2012	09/16/2012 18:18:55 + x
	2.1 User Guide Example	export			09/16/2012	09/16/2012 18:22:45 + x

[New Version](#) [View All Surveys](#)

IFrame Instructions:
To link to published survey version, use: `<iframe src='http://comment-app.hhs.gov/surveys/17'></iframe>`

Javascript Widget Instructions:
Include voc.widget.js, add a div with any ID and class="survey_target", then use:

```
<script type="text/javascript">
  new voc.Survey({targetID: "[[ID of the div which will hold the survey]]", surveyID: 17}).loadSurvey();
</script>
<noscript>
  <iframe src='http://comment-app.hhs.gov/surveys/17'></iframe>
</noscript>
```

Webservice Instructions:
This is a sample for the VOC user guide

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200 Independence Avenue, S.W. - Washington, D.C. 20201

REQ-4.5.3 A user must then have the following options to edit: add an open-ended question, add a multiple-choice question, add a matrix question (Only for site-level survey types), add a snippet, add a new page, move a page up or down, and delete a page.

REQ-4.5.3a Adding a new matrix question, open-ended question, or multiple-choice question must create a new unedited display field for that question.

REQ-4.5.3.b Adding a new matrix question, open-ended question, or multiple-choice question must create a new rule for the display field created in REQ-4.5.3a.

REQ-4.5.4 The system must give the user the option to preview the survey with the edits made.

REQ-4.5.5 The system must have the option for the user to publish the edits made.

REQ-4.5.6 When a user attempts to publish the newly edited survey, the system must prompt them with an option to move forward or cancel.

REQ-4.5.7 After publication the system will go back to displaying the versions of the chosen survey with a notification at the top of the page letting the user know that the survey version was successfully published.

REQ-4.57a The newly published version will no longer have the option to edit, it will be locked.

REQ-4.57b The newly published version will have an option changed from “Publish” to “Unpublish”.

4.6 Delete a survey version

REQ-4.61 The system must be able to delete the different versions of a survey.

REQ-4.62 Choosing “View Versions” of a survey must give the user access to delete any and all versions.

REQ-4.63 When a user attempts to delete a version, the system must give them a prompt with the option to cancel or go ahead with deletion.

REQ-4.64 When a user goes forward with deletion, the system must have a notification at the top of the page letting the user know that the version was successfully deleted.

Voice of Consumer
Department of Health and Human Services

sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

Survey Versions

Survey Version was successfully deleted.

Site: [site name here](#)

Survey: [User Guide Example](#)

Description: This is a sample for the VOC user guide

[New Version](#) [View All Surveys](#)

Edit	Survey Version	Export CSV	Thank You Page	Published	Created	Updated
	1.0 User Guide Example	export			08/24/2012	09/16/2012 17:59:58 New Version View All Surveys
	1.1 User Guide Example	export			09/16/2012	09/25/2012 15:25:16 New Version View All Surveys
	1.2 User Guide Example	export			11/21/2012	11/21/2012 17:13:43 New Version View All Surveys
	2.0 User Guide Example	export			09/16/2012	09/16/2012 18:18:55 New Version View All Surveys

IFrame Instructions:
To link to published survey version, use: `<iframe src='http://comment-app.hhs.gov/surveys/17'></iframe>`

Javascript Widget Instructions:
Include voc.widget.js, add a div with any ID and class="survey_target", then use:

```
<script type="text/javascript">
  new voc.Survey({targetID: "[[ID of the div which will hold the survey]]", surveyID: 17}).loadSurvey();
</script>
<noscript>
  <iframe src='http://comment-app.hhs.gov/surveys/17'></iframe>
</noscript>
```

Webservice Instructions:
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REQ-4.64a The list of versions must be updated to no longer show the version that has been deleted.

4.7 Publish survey version

REQ-4.71 The system must be able to publish the different versions of a survey.

REQ-4.72 Choosing “View Versions” of a survey must give the user access to publish any and all versions.

REQ-4.73 When a user attempts to publish a version, the system must give them a prompt with the option to cancel or go ahead with publication.

REQ-4.74 If the survey version is empty, the system can not publish it, and must notify the user with a message stating that it cannot publish an empty survey.

REQ-4.75 If the survey is published successfully, the system must notify the user with a message stating that the survey version was successfully published.

Voice of Consumer
Department of Health and Human Services

sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

Survey Versions

Successfully published survey version.

Site: [site name here](#)

Survey: [User Guide Example](#)

Description: This is a sample for the VOC user guide

[New Version](#) [View All Surveys](#)

Edit	Survey Version	Export CSV	Thank You Page	Published	Created	Updated
	1.0 User Guide Example	export			08/24/2012	09/16/2012 17:59:58 New Version View All Surveys
	1.1 User Guide Example	export			09/16/2012	12/28/2012 16:08:40 New Version View All Surveys
	1.2 User Guide Example	export			11/21/2012	12/28/2012 16:08:35 New Version View All Surveys
	2.0 User Guide Example	export			09/16/2012	09/16/2012 18:18:55 New Version View All Surveys

iFrame Instructions:
To link to published survey version, use: `<iframe src='http://comment-app.hhs.gov/surveys/17'></iframe>`

Javascript Widget Instructions:
Include voc.widget.js, add a div with any ID and class="survey_target", then use:

```
<script type="text/javascript">
  new voc.Survey({targetID: "[[ID of the div which will hold the survey]]", surveyID: 17}).loadSurvey();
</script>
<noscript>
  <iframe src='http://comment-app.hhs.gov/surveys/17'></iframe>
</noscript>
```

Webservice Instructions:
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REQ-4.75a The option to publish for the newly published version must change to having the option to "Unpublish".

REQ-4.75b The option to edit the newly published version must change as published versions cannot be edited. The system must instead indicate that the version is locked for editing.

4.8 Unpublish survey version

REQ-4.81 The system must be able to unpublish (remove the survey from the public site) the different versions of a survey.

REQ-4.82 Choosing "View Versions" of a survey must give the user access to unpublish any and all versions.

REQ-4.83 When a user attempts to unpublish a version, the system must give them a prompt with the option to cancel or go ahead with removing the survey version from the public site.

REQ-4.84 When the survey is unpublished successfully, the system must notify the user with a message stating that the survey version was successfully unpublished.

Voice of Consumer
Department of Health and Human Services

sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

Survey Versions

Successfully unpublished survey version

Site: [site name here](#)

Survey: [User Guide Example](#)

Description: This is a sample for the VOC user guide

[+ New Version](#) [View All Surveys](#)

Edit	Survey Version	Export CSV	Thank You Page	Published	Created	Updated
	1.0 User Guide Example	export			08/24/2012	09/16/2012 17:59:58 + x
	1.1 User Guide Example	export			09/16/2012	12/28/2012 16:09:50 + x
	1.2 User Guide Example	export			11/21/2012	12/28/2012 16:08:35 + x
	2.0 User Guide Example	export			09/16/2012	09/16/2012 18:18:55 + x

[+ New Version](#) [View All Surveys](#)

IFrame Instructions:
To link to published survey version, use: `<iframe src="http://comment-app.hhs.gov/surveys/17"></iframe>`

Javascript Widget Instructions:
Include voc.widget.js, add a div with any ID and class="survey_target", then use:

```
<script type="text/javascript">
  new voc.Survey({targetID: "[[ID of the div which will hold the survey]]", surveyID: 17}).loadSurvey();
</script>
<noscript>
  <iframe src='http://comment-app.hhs.gov/surveys/17'></iframe>
</noscript>
```

Webservice Instructions:
This is a sample for the VOC user guide

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Department of Health and Human Services

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REQ-4.84a The option to unpublish for the newly unpublished version must change to having the option to "Publish".

4.9 Manage Display Fields

REQ-4.91 When a user chooses to view the survey responses of a particular version of a survey, the system must give the user the option to manage the display fields.

REQ-4.92 The system must give the user the option to change the order in which fields are displayed.

Voice of Consumer
Department of Health and Human Services

sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

Display Fields

Successfully updated display field order

Survey: [User Guide Example](#)
Version: 1.1

[+ Add New Display Field](#) [View Survey Responses](#)

Edit	Display Field	Type	Move Up	Move Down
	1 What is your favorite movie?	DisplayFieldText	↑	↓
	2 Please provide any additional information you feel would be helpful.	DisplayFieldText	↑	↓
	3 Is this a test survey?	DisplayFieldText	↑	↓
	4 Please answer the following based on US holidays: What holiday is your favorite?	DisplayFieldText	↑	↓
	5 Please answer the following based on US holidays: What holiday to you is your least favorite?	DisplayFieldText	↑	↓
	6 Do you like apples?	DisplayFieldText	↑	↓
	7 Please describe what you like about apples.	DisplayFieldText	↑	↓
	8 Do you enjoy the following: Apple pie	DisplayFieldText	↑	↓
	9 Do you enjoy the following: Apple turnovers	DisplayFieldText	↑	↓
	10 Do you enjoy the following: Applesauce	DisplayFieldText	↑	↓
	11 Do you enjoy the following: Apple marmalade	DisplayFieldText	↑	↓
	12 Jocelyn Test	DisplayFieldChoiceMultiselect	↑	↓

[+ Add New Display Field](#) [View Survey Responses](#)

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REQ-4.92a When a user has successfully changed the order of the fields, the system must notify the user with a message stating that the display field order was successfully updated.

REQ-4.92a The system must also show the display fields in the new order.

4.10 Add New Display Field

REQ-4.101 When a user chooses to view the survey responses of a particular version of a survey, the system must give the user the option to add a new display field.

REQ-4.102 The user must be given the option of entering in the following information for a new display field: Name, Type, and Default Value.

The screenshot displays the 'Voice of Consumer' web application interface. At the top, the header features the 'Voice of Consumer' logo and 'Department of Health and Human Services' text. A navigation bar includes links for 'Home', 'Create New Survey', 'View Responses', 'Manage Images', 'Manage Users', and 'Manage Sites'. The user 'sysadmin@ctacorp.com' is logged in, with a 'Logout' link. The main content area is titled 'New Display Field' and contains three input fields: 'Name:' (a text box), 'Type:' (a dropdown menu currently showing 'Text'), and 'Default Value:' (a text box). At the bottom right of the form are 'Cancel' and 'Create Display Field' buttons. The footer contains the 'Voice of Consumer' logo, the text 'A federal government website managed by the U.S. Department of Health & Human Services. 200 Independence Avenue, S.W. - Washington, D.C. 20201', and a stylized graphic of a globe.

REQ-4.103 The system must require the user to enter something in the text box for Name, failure to do so must result in failure to create a new display field and a message notifying the user of such failure and the reason why.

REQ-4.104 The system will list three options under Type: Text, Dropdown, and Checkboxes.

REQ-4.104a The system will default the type to Text.

REQ-4.104b When dropdown or checkboxes is chosen, the system must require the user to enter in choices, failure to do so must result in failure to create a new display field and a message notifying the user of such failure and the reason why.

REQ-4.104c The system must give the user the ability to be able to set default values for Text and Dropdown types (but not Checkboxes)

4.11 Add New Rule Page

REQ-4.111 The system must give the user the option to add a new rule when managing rules of a survey response.

REQ-4.112 The system must give the following options for users to enter/choose information about the new rule: Name, Type, Execution, Criteria, and Actions.

Voice of Consumer
Department of Health and Human Services

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Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

New Rule

Name:

Type:
☒ Database Action: allows you to update or set a field value
☐ Email Notification: allows you to send out an automated email when something happens

This rule will execute when a survey is:
☐ Add ☐ Update ☐ Nightly

Criteria

What is your favorite movie?(Question) =

✖

[+ Add Criteria](#)

Actions

Send email to: Separate email addresses with a comma

Subject Line:

Message Content:

Update **with** or ✖

[+ Add Action](#)

Cancel [Create Rule](#)

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REQ-4.113 If a user fails to enter in/choose information for the name, execution, or actions, then that will result in failure to add a new rule and the system must give a message notifying the user of such failure and the reason why.

REQ-4.114 The system must give two options for Type: Database Action, or Email Notification.

REQ-4.114a The system must default to the database action type.

REQ-4.115 For execution the system must give the user the option to choose among the following: Add, Update, and Nightly.

REQ-4.116 The system must allow the user to set multiple criteria.

REQ-4.117 The system must allow the user to set multiple actions.

REQ-4.118 When the new rule has successfully been created the system must direct to a screen showing the information for the new rule and give a message stating that it was successfully created.

4.12 Edit Rules Page

REQ-4.121 The system must allow users to edit existing rules.

REQ-4.122 When a user is editing a rule, the system must allow the user to change any of the previously entered information. See section 4.11 for the requirements of entering information for a rule.

REQ-4.123 When a rule is successfully updated, the system must notify the user with a message of the success.

The screenshot displays the 'Voice of Consumer' web application interface. The header includes the logo and navigation links: Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. The user is logged in as sysadmin@ctacorp.com. The main content area is titled 'View Rule' and shows a green message box stating 'Successfully updated rule.' Below this, the rule details are listed: Rule Name: Jocelyn Test Rule, Order: 12, Triggers: Update, Criteria: 1. Is this a test survey? = No, and Actions: 1. Send Email To: jdavies@ctacorp.com With Subject: Is this a test has been answered No. A 'View All Rules' link is also present. The footer contains the Voice of Consumer logo and contact information for the U.S. Department of Health & Human Services.

4.13 Delete Rules

REQ-4.131 When a user is managing rules, the system must give the user the option to delete a rule.

The screenshot shows the 'Voice of Consumer' interface for the 'User Guide Example' survey. The header includes the logo and navigation links. The main content area displays a list of 11 rules for the survey, each with an edit icon, a description, and action buttons for moving up/down and running the rule. A green message box at the top indicates a rule was successfully deleted.

View Rules

Successfully deleted rule.

Survey: **User Guide Example**
Version: 1.1

+ Add New Rule View Survey Responses

Edit	Rule (click to see details)	Move Up	Move Down	Run
	1. What is your favorite movie?			
	2. Is this a test survey?			
	3. Please select all that apply: What holiday is your favorite?			
	4. Please select all that apply: What holiday to you is your least favorite?			
	5. Do you like apples?			
	6. Please describe what you like about apples.			
	7. Do you enjoy the following: Apple pie			
	8. Do you enjoy the following: Apple turnovers			
	9. Do you enjoy the following: Applesauce			
	10. Do you enjoy the following: Apple marmalede			
	11. Please provide any additional information you feel would be helpful.			

+ Add New Rule View Survey Responses

Voice of Consumer
Department of Health and Human Services

A federal government website managed by the U.S. Department of Health & Human Services.
200 Independence Avenue, S.W. - Washington, D.C. 20201

4.14 Exporting Survey Results

REQ-4.141 The system must give the user the option to export the results of a survey.

REQ-4.142 Once a user has successfully requested an export, the system must notify the user that the request was submitted and that an email has been sent.

REQ-4.143 When an export is ready for pick-up, the system must send an email to the user who requested the export (based on the email they have within the system) notifying them that the survey results are ready.

Subject: HHS VOC Tool - Export Download

Your requested export is now ready for pickup.

[Click here to download the CSV file.](#)

NOTE: The CSV file will be available for 25 hours. After that, you will need to run the export request again

4.15 Custom View

REQ-4.151 When a user is viewing survey responses, the system must give the user the option to set their own custom view of the responses.

REQ-4.152 The system must allow for multiple custom views to be created, giving the user the option to choose from different views.

REQ-4.153 The system must allow a user to set the following information for a custom view: name of the view, option for setting the view as a default, choosing which display fields will show and in what order, and default sorting.

The screenshot shows the 'New Custom View' form within the 'Voice of Consumer' interface. The header includes the logo and navigation links: Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. The form is divided into three main sections:

- Options:** Contains a 'Name:' text input field and a 'Default View:' section with radio buttons for 'Yes' and 'No'.
- Display Fields (Columns):** Features a list of survey questions on the left (e.g., 'What is your favorite movie?', 'Is this a test survey?') and a corresponding empty box on the right for selection. Between the boxes are 'ADD >>' and '<< REMOVE' buttons. Below the list are links for 'Manage Display Fields' and 'Add Display Field'. Arrows at the bottom of the right box indicate reordering.
- Default Sort:** Includes three rows for sorting: 'First Sort By:', 'Then By:', and 'Then By:'. Each row has a 'SELECT COLUMN' dropdown and radio buttons for 'Ascending' and 'Descending'. A note states: 'NOTE: Users will always be able to sort by clicking on the column headers.'

At the bottom right of the form are 'Cancel' and 'Create Custom View' buttons. The footer contains the 'Voice of Consumer' logo and contact information for the U.S. Department of Health & Human Services.

REQ-4.154 The system must give the user the option to cancel out of this screen by clicking on the cancel button. Cancelling the creation of a new custom view must direct the user to the Survey Responses page.

REQ-4.155 Failure to enter a name for the custom view must result in failure to create the view, with a message notify the user of the failure and the reason why.

REQ-4.156 When a user is creating a custom view, the system must give the user the option to manage display fields (see section 4.9) and add display fields (see section 4.10).

REQ-4.157 When a new custom view has successfully been created, the system must show the name of the view in the options listed of views that the user can choose from.