SYSTEM ACCESS

1. Can you access your domain? (https://yourcompany.dgam.app)
    - YES (go to 2)
    - NO (go to B)

2. Do you see an error code or database error message?
    - YES (go to B)
    - NO (go to 3)

3. Do you see “page not found” or “unable to connect”?
    - YES (go to 4)
    - NO (go to 4)

4. Are you able to access any other website (google etc)?
    - YES (go to B)
    - NO (go to A)

A. **Contact your IT Department or ISP**

B. **Click Here to submit a Support Ticket**

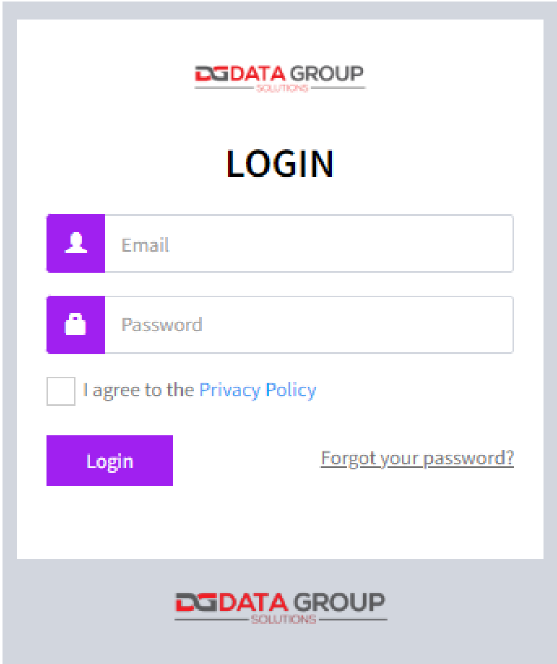
LOG IN

Go to your domain (https://yourcompany.dgfm.app)

Enter your Email and Password

Tick “I agree to the Privacy Policy”

Click “Sign in”



If you have entered the wrong information you will see this error message

Please check your details and try again

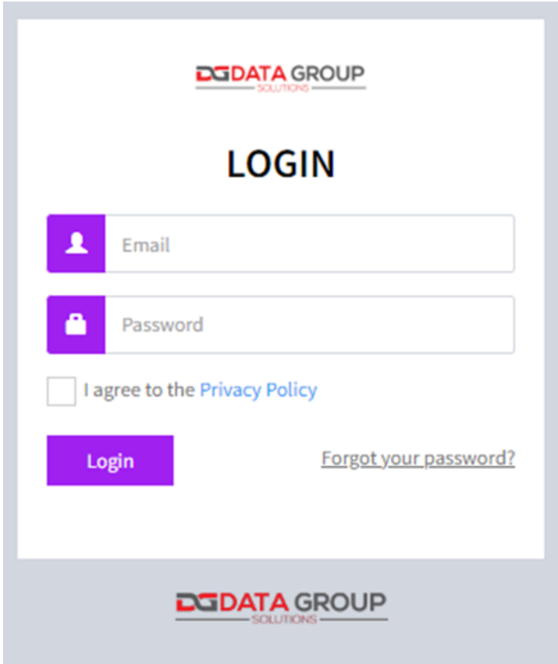
If the problem continues please reset your password or contact your system administrator

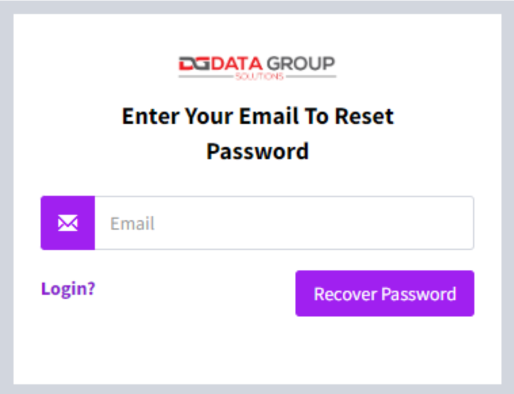
If the problem continues please reset your password or contact your system administrator

RESET YOUR PASSWORD

From the log in screen click “Forgot password?”

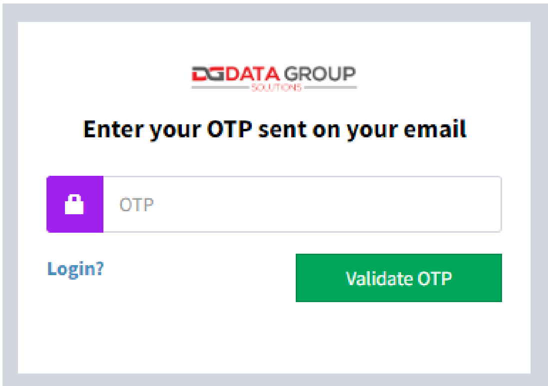
Enter your email on the next page and click “Recover Password”

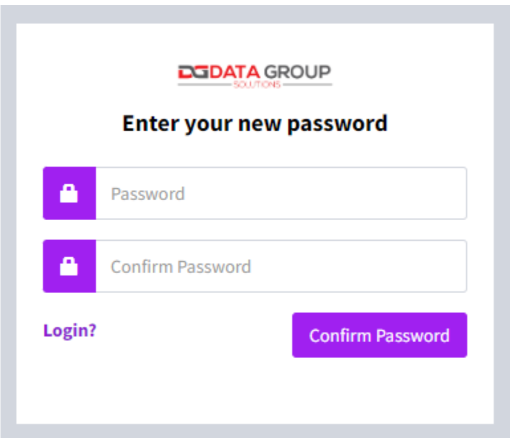




You will be sent an email with an OTP (One Time Password) to reset your password

Enter the OTP and click “Validate OTP”





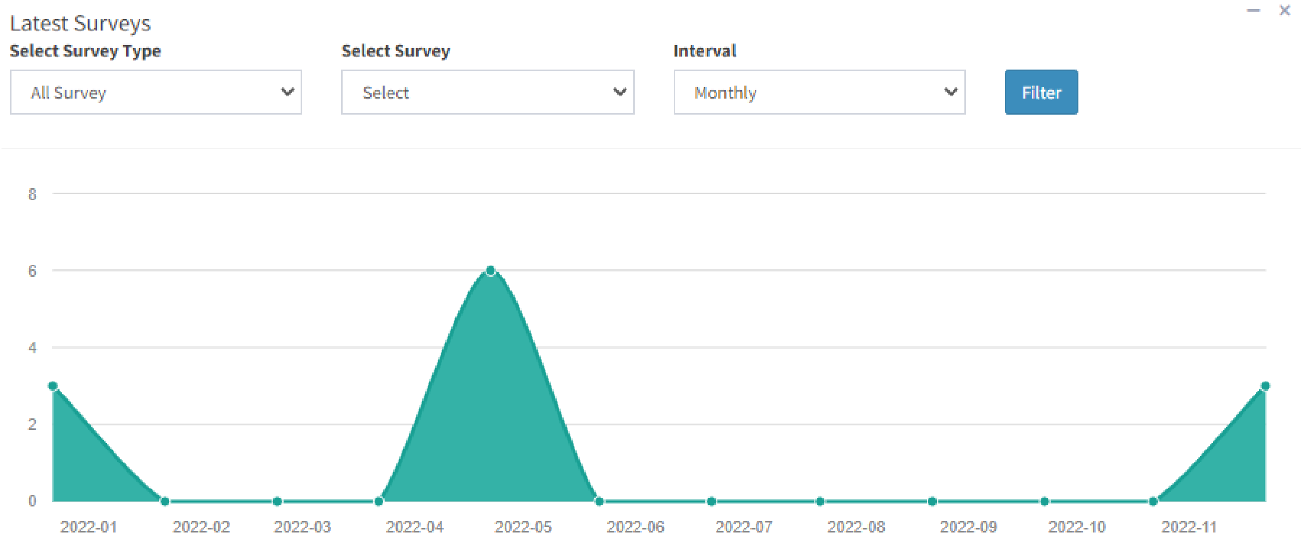
Now enter your new password and click “Confirm Password”

If the problem continues please reset your password or contact your system administrator

DASHBOARD

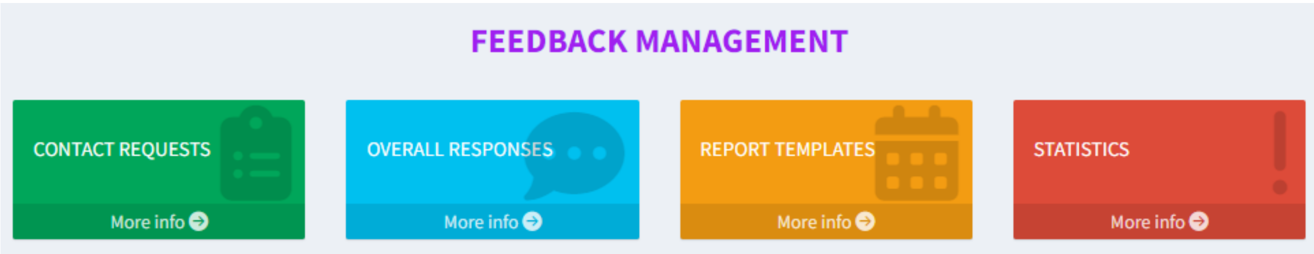
On login, you will be presented with a simple dashboard, this page will give you a quick overview of recent feedback information. Information visible and shortcuts available will be dependent on your access level.

There is a graph illustrating your recently completed feedback by individual survey and by a number of intervals. Again this information will only be relevant at your access level.

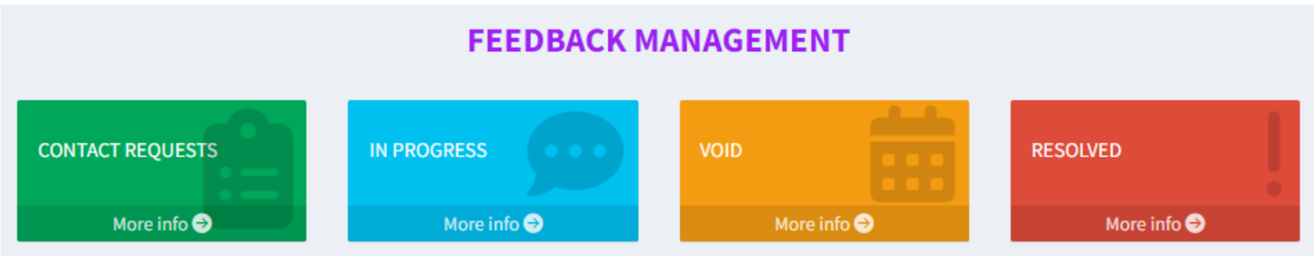


In addition to the graph there is a table below showing the information according to the filters you have applied.

Shortcut buttons at the top of the dashboard will show the following for Super Admin and Admin:



Shortcut buttons at the top of the dashboard will show the following for Managers, giving them quick access to their own tasks:



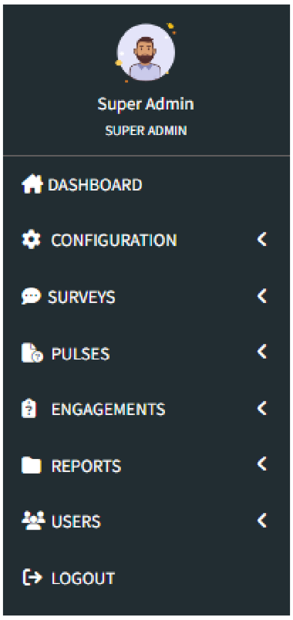
NAVIGATION PANEL

Here is an example of the Navigation Panel at Super Admin Level
All users will see DASHBOARD, SURVEYS, PULSES, ENGAGEMENTS, REPORTS and LOGOUT

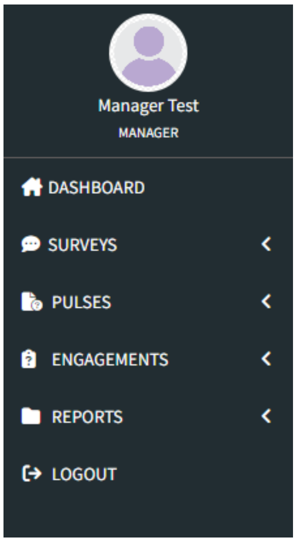
CONFIGURATION will only be available to Super Admin

If users have been restricted to specific departments, locations or groups then the information they can see will only reflect this, including reports.

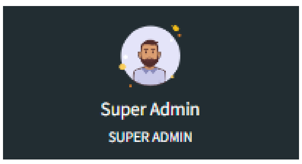
You will see each section of the Navigation Panel throughout this document



Managers are limited to what they can see. Here is an example



Clicking the top button of the Navigation Panel will show the User's information and allow them to edit their profile (change their name, email address, telephone number and password)



USER LEVELS EXPLAINED

SUPER ADMIN
Can view & action everything
Can be restricted by Roles, Departments, Locations & Groups

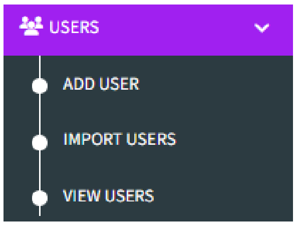
Add, Edit & View Groups / Locations / Departments / Roles
Add, Edit & View Users of all access levels
Edit Survey Parameters
View Individual Responses
View Contact Requests
Assign Contact Requests for action
View Overall Survey Results
View Statistics, Analytics and League Tables
View & Generate All Reports

ADMIN
Can be restricted by Roles, Departments, Locations & Groups
Add & Edit Users at lower access levels
View Individual Responses
View Contact Requests
Assign Contact Requests for action
View Overall Survey Results
View Statistics, Analytics and League Tables
View & Generate All Reports

MANAGER
Restricted by Roles, Departments, Locations & Groups
View Individual Responses
View Contact Requests
View Overall Survey Results
View Statistics, Analytics and League Tables
View & Generate All Reports

ADD A NEW USER

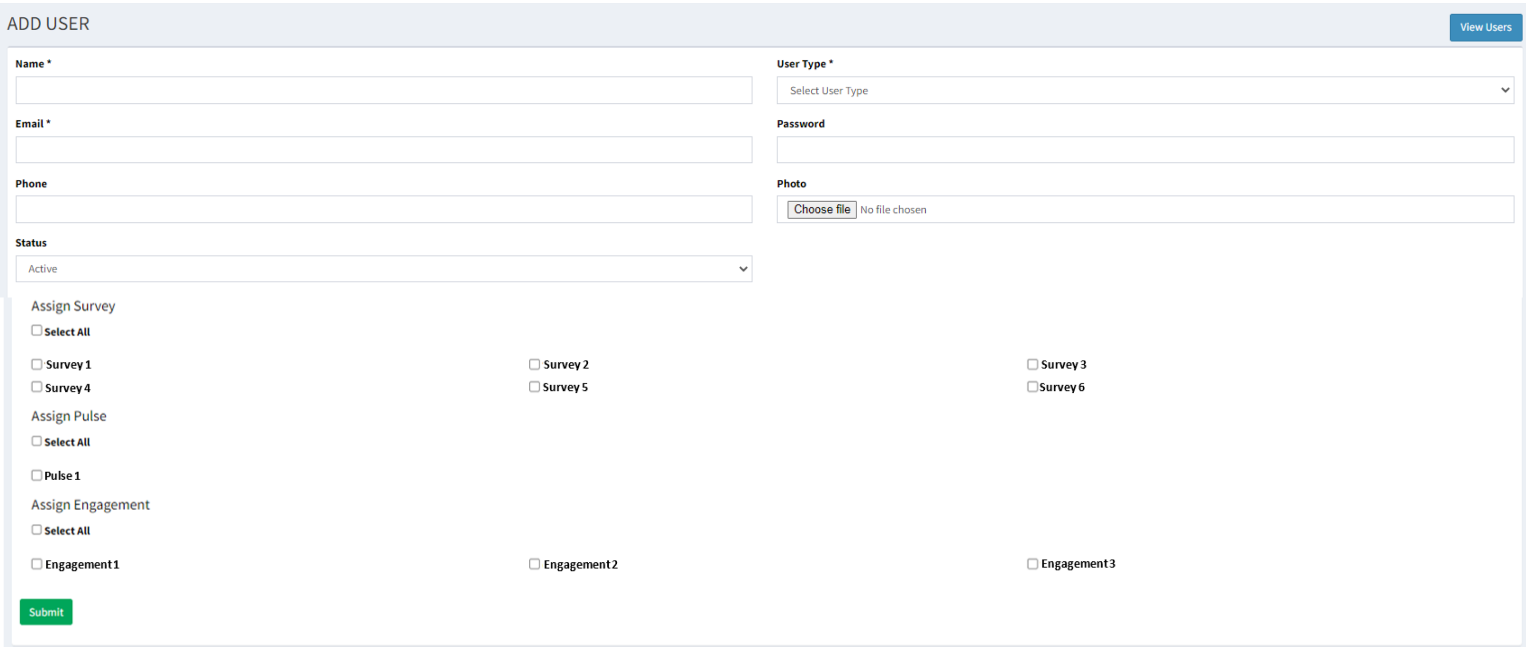
From the Navigation Panel expand "USERS" by clicking the arrow



Select "ADD USER"

Enter the User's details:
NAME
USER TYPE
EMAIL
PHONE *(optional)*
PASSWORD *(optional – the user will be sent a link to log in and set their own password)*

By default all surveys/pulses/engagements and roles/departments/locations/groups will be selected. Simply uncheck the boxes to remove the access



If your user has not been added, please contact your system administrator

IMPORT USERS

In Excel, create a spreadsheet with the following basic details for your End Users:

- Name
- Email
- Phone
- User Role

NAME	EMAIL	PHONE NUMBER	USER ROLE
Test User 1	testuser@gmail.com	9874563210	Super Admin
Test User 2	testuser2@gmail.com	9874560000	Admin

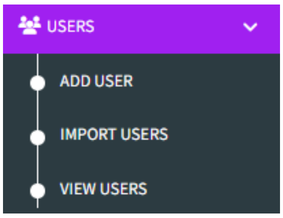
Save your excel file

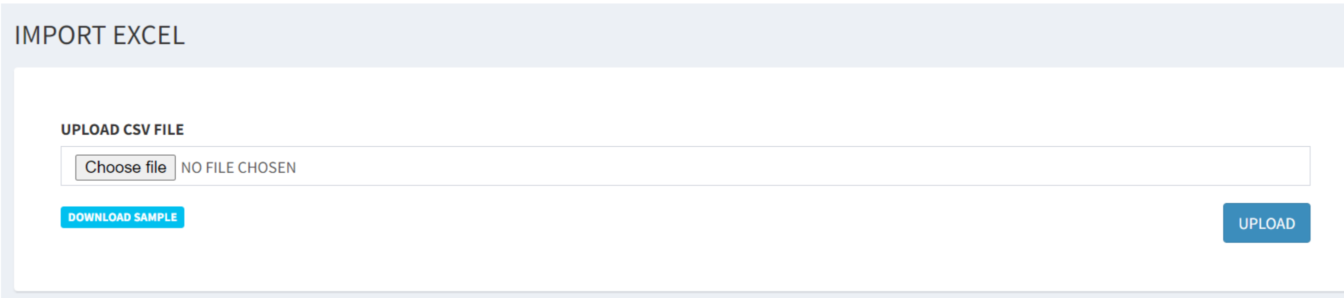
A sample document is available following the below steps

Log in to DGFM

From the Navigation Panel expand "USERS" by clicking the arrow

Select "IMPORT USERS"





Click "Choose File" and select your file from your device

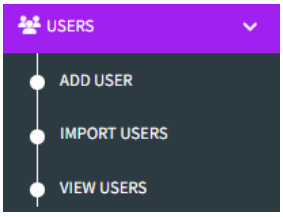
Then click "UPLOAD"

Your users have now been added, they will be sent an email to set their password. Once they have done this they will become active users and wil be able to login to the system

If your users have not been added, please contact your system administrator

MANAGE USERS

From the Navigation Panel expand “USERS” by clicking the arrow



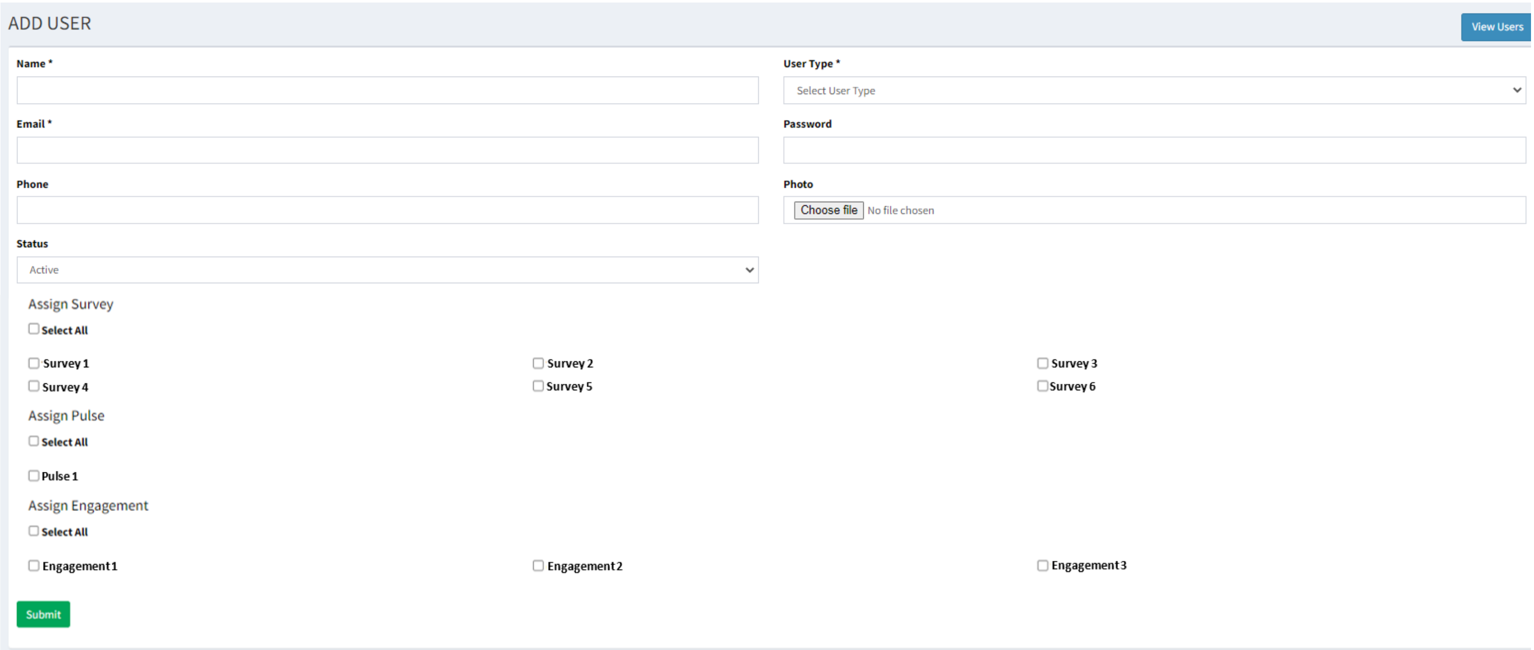
Select “VIEW USERS”

From this list you can enter a name into the “SEARCH” box to filter the list

Select “EDIT” from the action column.

Here you can change any of the user information

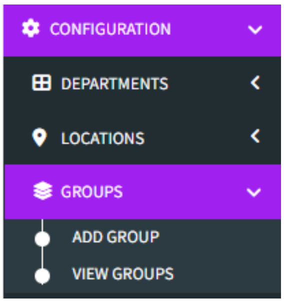
You can also select which Groups, Locations and Departments the user has access to



If you cannot edit your user(s), please contact your system administrator

ADD GROUPS

From the Navigation Panel expand “CONFIGURATION” and “GROUPS” by clicking the arrow

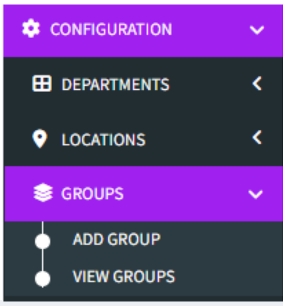


Select “ADD GROUP”

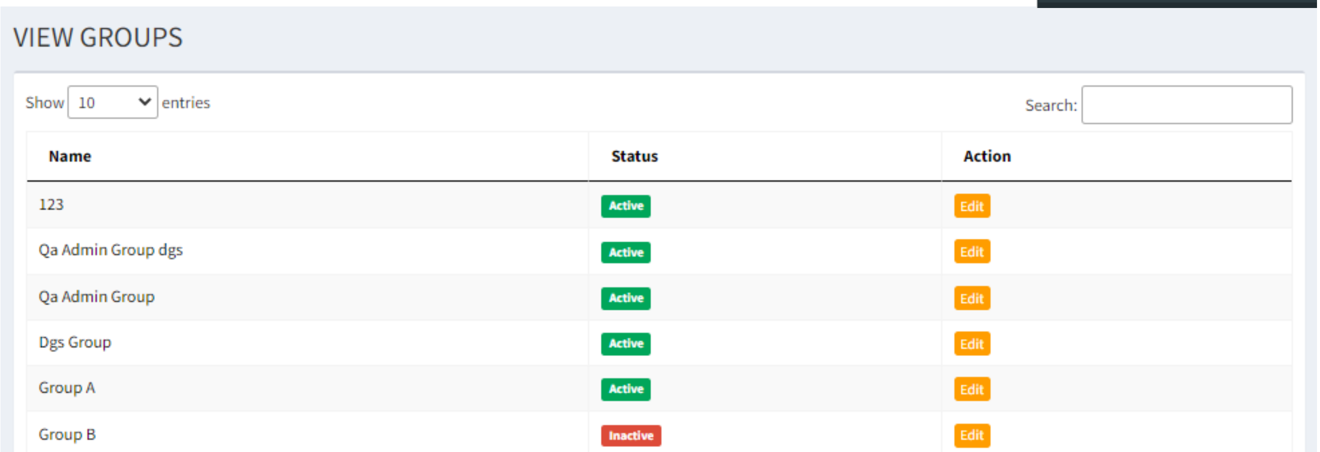
Enter the “GROUP NAME”
Tick the boxes to assign Managers and Admin to the group
Select the
Click “SUBMIT” to save changes

EDIT GROUPS

From the Navigation Panel expand “CONFIGURATION” and “GROUPS” by clicking the arrow



Select “VIEW GROUPS” this will show you a full list of groups


VIEW GROUPS

Show 10 entries   Search:

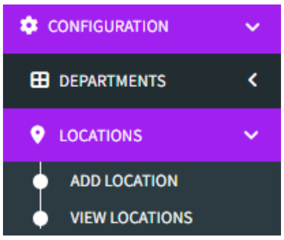
Name	Status	Action
123	Active	Edit
Qa Admin Group dgs	Active	Edit
Qa Admin Group	Active	Edit
Dgs Group	Active	Edit
Group A	Active	Edit
Group B	Inactive	Edit

Select “EDIT” from the action column

You can now edit the Group Name and add or remove Admin and Managers
Click “SUBMIT” to save changes

If you cannot add/edit your group(s), please contact your system administrator

ADD LOCATIONS

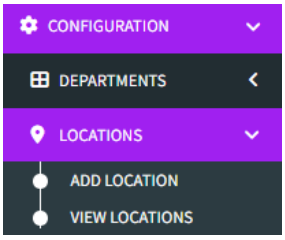


From the Navigation Panel expand “CONFIGURATION” and “LOCATIONS” by clicking the arrow

Select “ADD LOCATION”

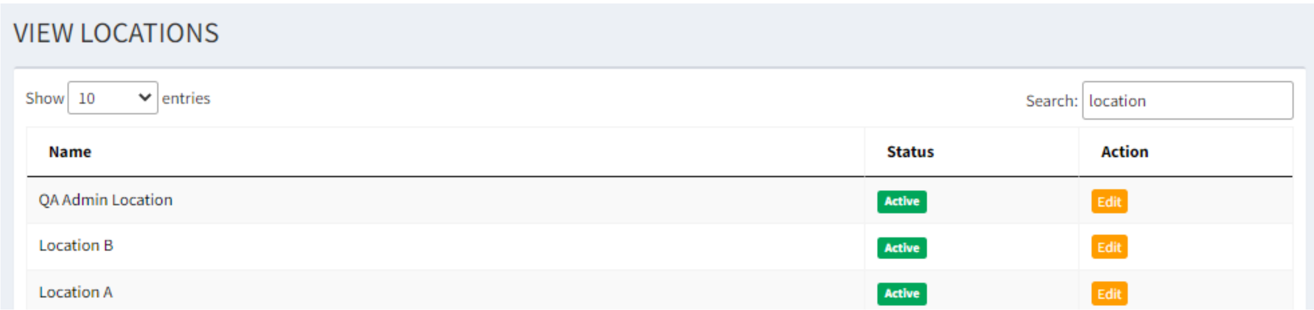
Enter the “LOCATION NAME”
Tick the boxes to assign Managers and Admin to the location
Click “SUBMIT” to save changes

EDIT LOCATIONS



From the Navigation Panel expand “CONFIGURATION” and “LOCATIONS” by clicking the arrow

Select “VIEW LOCATIONS” this will show you a full list of locations

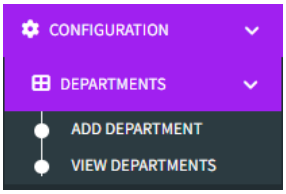


Select “EDIT” from the action column

You can now edit the Location Name and add or remove Admin and Managers
Click “SUBMIT” to save changes

If you cannot add/edit your location(s), please contact your system administrator

ADD DEPARTMENTS

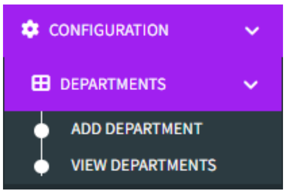


From the Navigation Panel expand "CONFIGURATION" and "DEPARTMENTS" by clicking the arrow

Select "ADD DEPARTMENT"

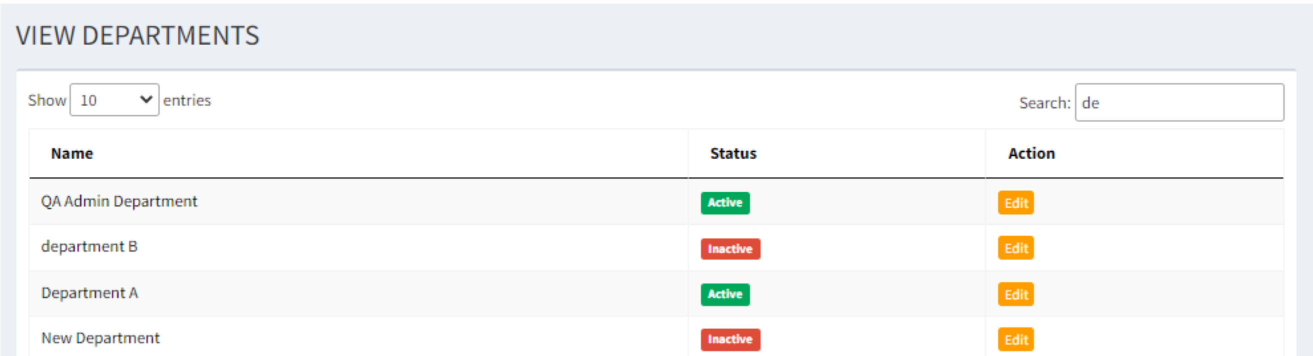
Enter the "DEPARTMENT NAME"
Tick the boxes to assign Managers and Admin to the department
Click "SUBMIT" to save changes

EDIT DEPARTMENTS



From the Navigation Panel expand "CONFIGURATION" and "DEPARTMENTS" by clicking the arrow

Select "VIEW DEPARTMENTS" this will show you a full list of departments



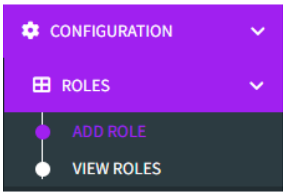
Select "EDIT" from the action column

You can now edit the Department Name and add or remove Admin and Managers
Click "SUBMIT" to save changes

If you cannot add/edit your department(s), please contact your system administrator

ADD ROLES

From the Navigation Panel expand "CONFIGURATION" and "ROLES" by clicking the arrow

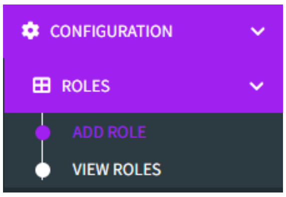


Select "ADD ROLE"

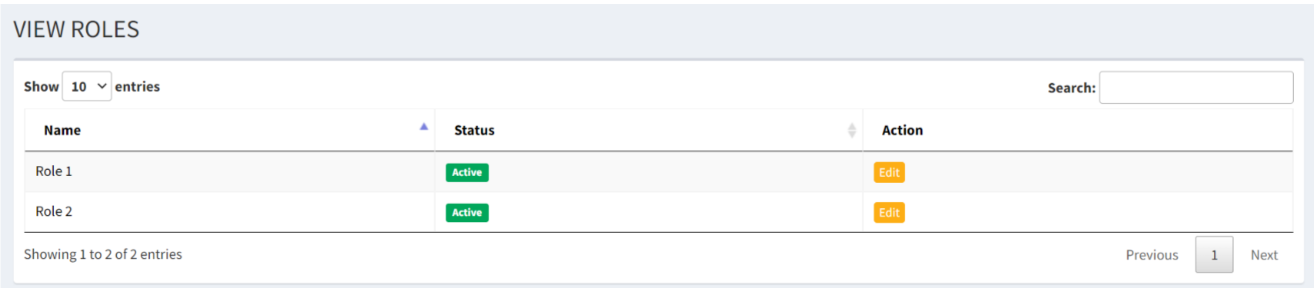
Enter the "ROLE NAME"
Tick the boxes to assign Managers and Admin to the role
Click "SUBMIT" to save changes

EDIT ROLES

From the Navigation Panel expand "CONFIGURATION" and "ROLES" by clicking the arrow



Select "VIEW ROLES" this will show you a full list of roles



Select "EDIT" from the action column

You can now edit the Department Name and add or remove Admin and Managers
Click "SUBMIT" to save changes

If you cannot add/edit your role(s), please contact your system administrator

SURVEY TYPES

There are three Survey types within the Feedback Management system

Surveys

DGFM Surveys are used to gather specific information from respondents and can be delivered to users via QR Codes and direct links generated in the system. DGFM Surveys are designed to be used for an extended period of time and can be used across multiple locations and departments as applicable to your company. This form of survey is highly recommended for Customer Satisfaction surveys, Healthcare surveys and Training surveys.

Pulses

Pulse surveys give your organisation the ability to measure whatever you think is important on a regular basis. As the name “pulse” suggests, this type of survey consists of frequent, short, quick surveys which allow you to collect data from the same audience at regular intervals.

Pulse surveys offer a flexible and efficient way for organisations to gather timely feedback, improve employee/customer/patient/service user engagement, and make data-driven decisions to enhance overall performance, organisational culture, and drive continuous improvement in their products, services, and overall customer/client/service user experience.

Engagements

Employee engagement is effectively the strength of the emotional and mental connection employees feel towards their workplace. Employee engagement impacts the key business metrics of your organisation including employee retention, recruitment, productivity, and profitability.

Employees feel valued and heard when they are given the opportunity to provide the company they work for with feedback. Asking employees for their opinions via feedback through engagement surveys encourages positive employee engagement.

DGFM Surveys

These surveys will benefit your organisation in many ways:

- Helps you gain valuable feedback
- Helps you determine areas of improvement
- Helps you identify areas of strength
- Helps you understand your customers/patients/service users
- Improves customer retention
- Helps you build and maintain customer/patient/service user relationships
- Reduces negative feedback
- Improves customer experience
- Increases customer/patient/service user engagement
- Improves service standards and accessibility
- Improved competitive capabilities
- Helps meet regulatory compliance in many industries

DGFM Surveys consist of a series of questions that can be structured providing predefined answers in the form of dropdown options and ratings or unstructured allowing respondents to enter text providing their own responses. The style of answer type will depend on the type of data you are looking to analyse.

Quantitative data refers to data that can be measured and expressed using numerical values or counts, this would be used to collect statistical data and analysed to identify patterns and trends within a data set. This data would be collected using the structured form with predefined answers to give results such as “80% of respondents rated the service GOOD”.

Qualitative data refers to data or information that is descriptive in nature and cannot be measured using numerical values. This data would be collected using open questions and text boxes to prompt respondents to provide opinions or anecdotal data.

Many companies will choose to use a mixture of answer styles in order to receive quantitative and qualitative data. Qualitative data can validate the quantitative data by providing often much needed context, confirming certain data patterns. In addition, the qualitative data can assist in identifying pain points with the added benefit of providing the detail to tackle them effectively. Using qualitative data and asking for customer opinion can improve the relationship by fostering empathy and allowing for personalised responses, this is heightened by the ability to allow respondents to request contact at the end of the survey.

The surveys are sent by email, SMS or both and you can choose whether the responses are confidential.

DGFM Pulses

Pulse surveys give your organisation the ability to measure whatever you think is important on a regular basis. As the name “pulse” suggests, this type of survey consists of frequent, short, quick surveys which allow you to collect data from the same audience at regular intervals.

Pulse surveys offer a flexible and efficient way for organisations to gather timely feedback, improve employee/customer/patient/service user engagement, and make data-driven decisions to enhance overall performance, organisational culture, and drive continuous improvement in their products, services, and overall customer/client/service user experience.

These surveys will benefit your organisation in many ways:

- Helps you gain valuable feedback on specific interactions
- Helps you determine areas of improvement
- Helps you identify areas of strength
- Improves customer retention
- Improves customer experience
- Increases customer/patient/service user engagement
- Improves service standards and accessibility
- Helps meet regulatory compliance in many industries
- Helps create a more positive work place
- Improves talent retention rates
- Enables agile decision making
- Higher response rate compared to annual surveys
- Surveys are fast to complete and quick to analyse

DGFM Pulses consist of a series of questions that can be structured providing predefined answers in the form of dropdown options and ratings or unstructured allowing respondents to enter text providing their own responses. The style of answer type will depend on the type of data you are looking to analyse.

Quantitative data refers to data that can be measured and expressed using numerical values or counts, this would be used to collect statistical data and analysed to identify patterns and trends within a data set. This data would be collected using the structured form with predefined answers to give results such as “80% of respondents rated the service GOOD”.

Qualitative data refers to data or information that is descriptive in nature and cannot be measured using numerical values. This data would be collected using open questions and text boxes to prompt respondents to provide opinions or anecdotal data.

Many companies will choose to use a mixture of answer styles in order to receive quantitative and qualitative data. Qualitative data can validate the quantitative data by providing often much needed context, confirming certain data patterns. In addition, the qualitative data can assist in identifying pain points with the added benefit of providing the detail to tackle them effectively. Using qualitative data and asking for customer opinion can improve the relationship by fostering empathy and allowing for personalised responses, this is heightened by the ability to allow respondents to request contact at the end of the survey.

Pulse surveys are designed to complement existing annual surveys and as they offer a real-time measurement of the subject matter, results should be quickly reviewed, and actionable opportunities addressed.

We recommend pulse surveys are carried out no less frequently than monthly and you should expect a high response rate.

The surveys are sent by email, SMS or both and you can choose the frequency as well as whether the responses are confidential.

DGFM Engagements

Employee engagement is effectively the strength of the emotional and mental connection employees feel towards their workplace. Employee engagement impacts the key business metrics of your organisation including employee retention, recruitment, productivity, and profitability.

Employees feel valued and heard when they are given the opportunity to provide the company they work for with feedback. Asking employees for their opinions via feedback through engagement surveys encourages positive employee engagement.

Engagement surveys will benefit your organisation in many ways:

- Improves employee engagement
- Helps to cultivate an engaging company culture
- Improves your understanding of where the company excels
- Highlights areas that require improvement
- Gives your employees a voice
- Improves employee relations
- Builds employee trust
- Improves motivational insights through deeper understanding
- Improves employee happiness
- Improves employee health
- Measures the mood and atmosphere of your organisation
- Compare and contrast different employee groups
- Statistical analysis of changes and improvements over time
- Higher retention, lower absenteeism
- Improves the company through actionable insights

DGFM Engagements consist of a series of questions that can be structured providing predefined answers in the form of dropdown options and ratings or unstructured allowing respondents to enter text providing their own responses. The style of answer type will depend on the type of data you are looking to analyse.

Quantitative data refers to data that can be measured and expressed using numerical values or counts, this would be used to collect statistical data and analysed to identify patterns and trends within a data set. Quantitative data is collected using the structured form with predefined answers to give results such as “80% of respondents rated the service GOOD”.

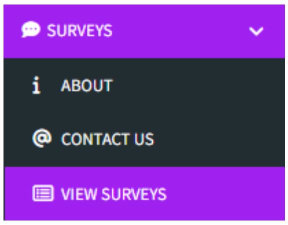
Qualitative data refers to data or information that is descriptive in nature and cannot be measured using numerical values. Qualitative data is collected using open questions and text boxes to prompt respondents to provide opinions or anecdotal data.

Many companies will choose to use a mixture of answer styles in order to receive quantitative and qualitative data. Qualitative data can validate the quantitative data by providing often much needed context, confirming certain data patterns. In addition, the qualitative data can assist in identifying pain points with the added benefit of providing the detail to tackle them effectively. Using qualitative data and asking for customer opinion can improve the relationship by fostering empathy and allowing for personalised responses, this is heightened by the ability to allow respondents to request contact at the end of the survey.

Employee engagement surveys are typically carried out annually and includes all employees.

The surveys are sent by email, SMS or both and you can choose whether the responses are confidential.

VIEW SURVEYS/PULSES/ENGAGEMENTS

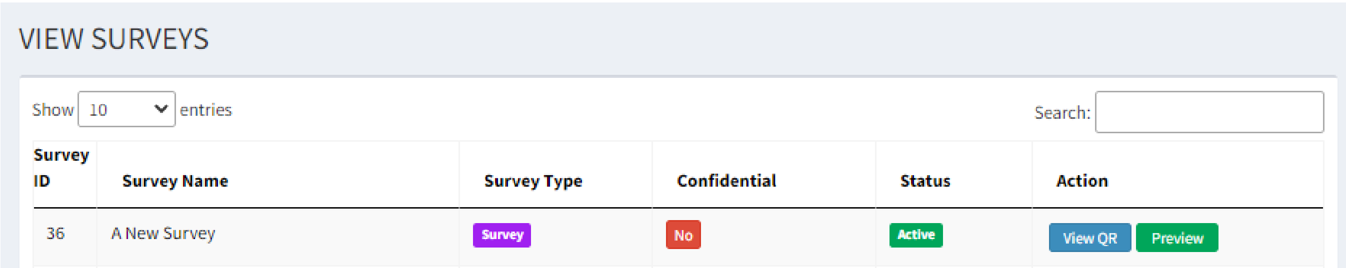


From the Navigation Panel expand “SURVEYS” by clicking the arrow

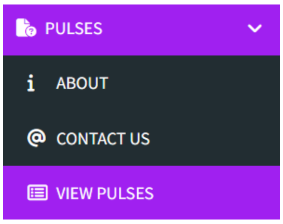
Select “VIEW SURVEYS”. Here you will see a list of the surveys in your system. This list is filtered to only show surveys in the “SURVEY” category

Select “Preview” from the action column to view the survey from the respondent’s perspective

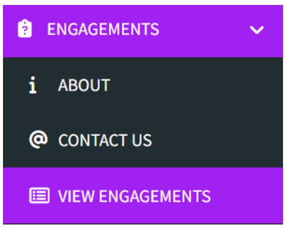
Select “View QR” to view and print a QR code to use for promoting the survey



There is a quick search function to help you locate a particular survey using all or part of the Survey ID or Survey Name



The above steps can also be repeated for **Pulses** by expanding “PULSES” from the Navigation Panel and clicking “VIEW PULSES”

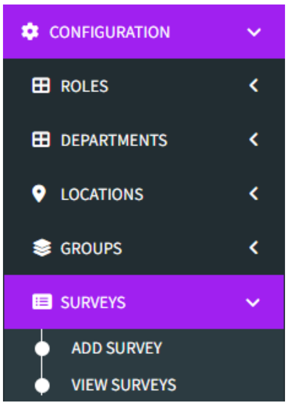


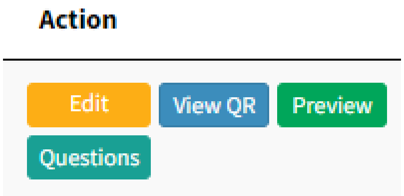
The above steps can also be repeated for **Engagements** by expanding “ENGAGEMENTS” from the Navigation Panel and clicking “VIEW ENGAGEMENTS”

EDIT SURVEYS (Super Admin only)

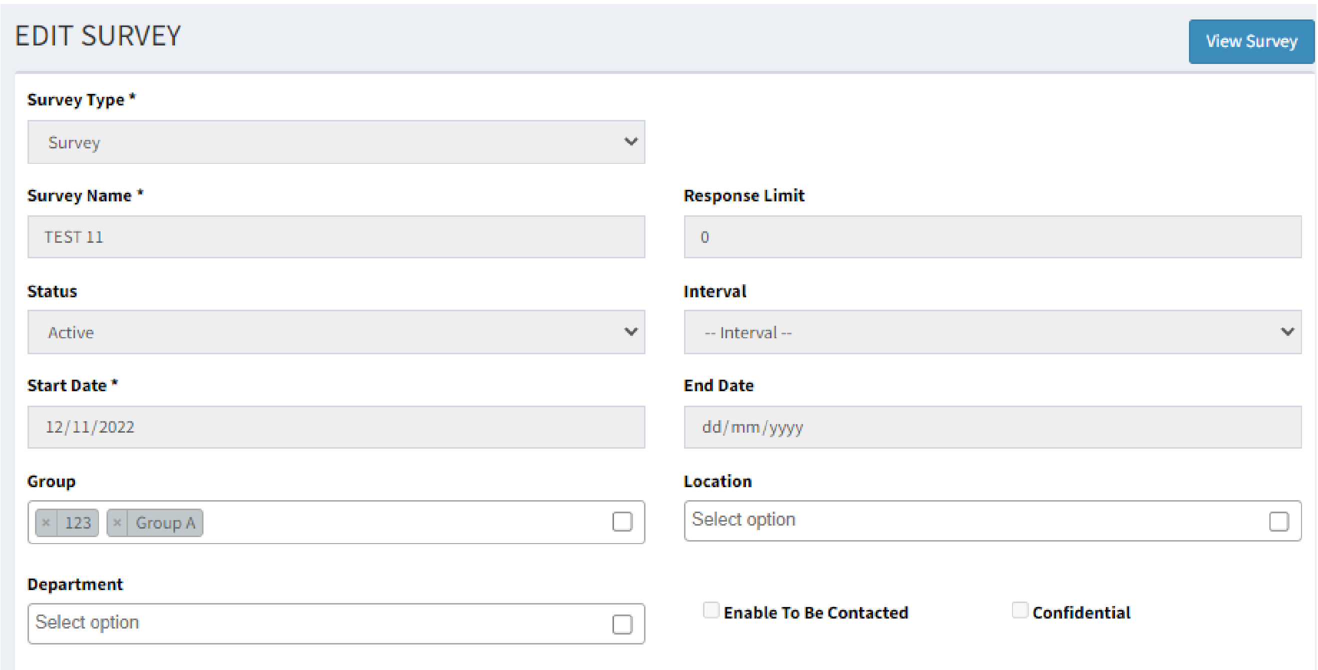
From the Navigation Panel expand “CONFIGURATION” and “SURVEYS” by clicking the arrow

Select “VIEW SURVEYS”. Here you will see a list of all surveys in your system regardless of the Survey Type



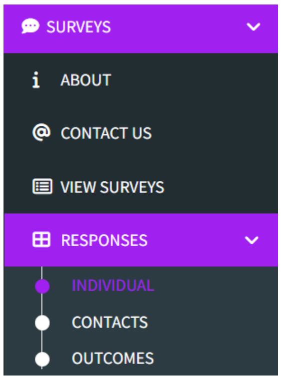


Select Edit from the Action column. This will enable you to edit the parameters of the survey, for example you can change the locations active for that survey.



INDIVIDUAL RESPONSES

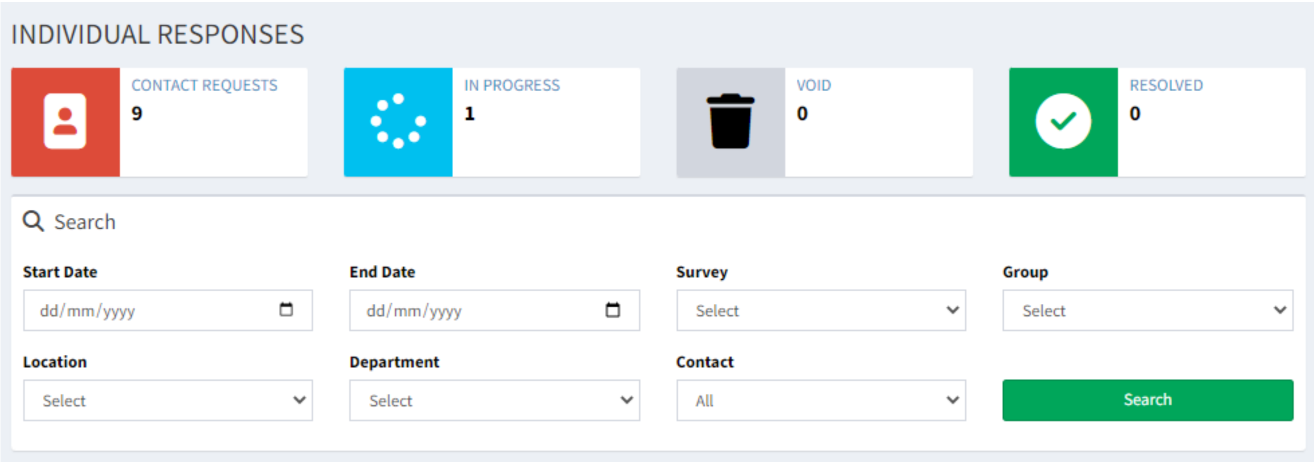
From the Navigation Panel expand “SURVEYS” and “RESPONSES” by clicking the arrow



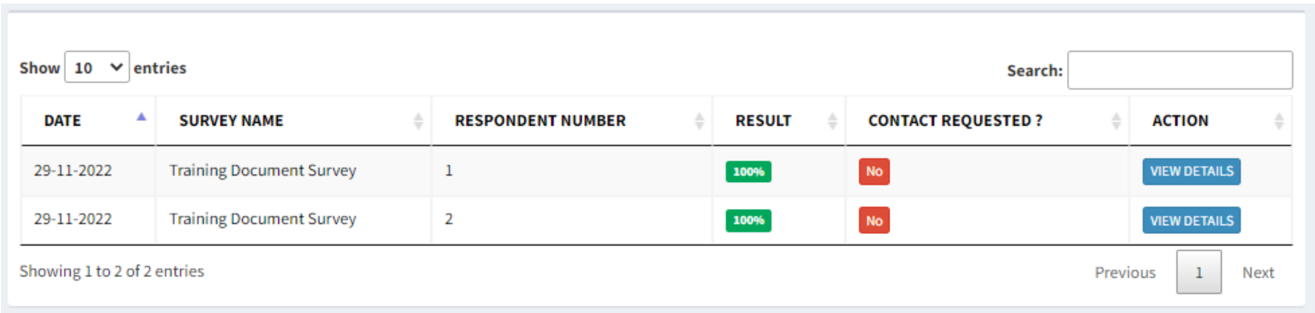
Select “INDIVIDUAL”

At the top of the page there are four shortcut buttons

Use the search function to populate and filter the table. You must select the “Survey” to populate the table, but you do not need to use any other search parameters



Now you will see a table of the individual responses



Show 10 entries   Search:

DATE	SURVEY NAME	RESPONDENT NUMBER	RESULT	CONTACT REQUESTED ?	ACTION
29-11-2022	Training Document Survey	1	100%	No	VIEW DETAILS
29-11-2022	Training Document Survey	2	100%	No	VIEW DETAILS

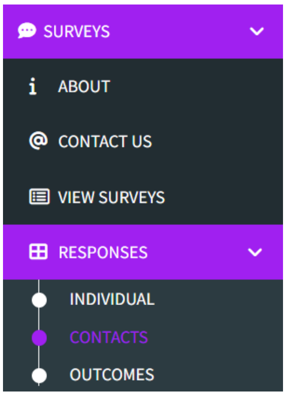
Showing 1 to 2 of 2 entries   Previous 1 Next

Click “VIEW DETAILS” in the action column to view the details of each individual response

“CONTACT REQUESTED?” column can be filtered using the “CONTACT” box in the search box. However we have also provided a pre-filtered list (see page ??)

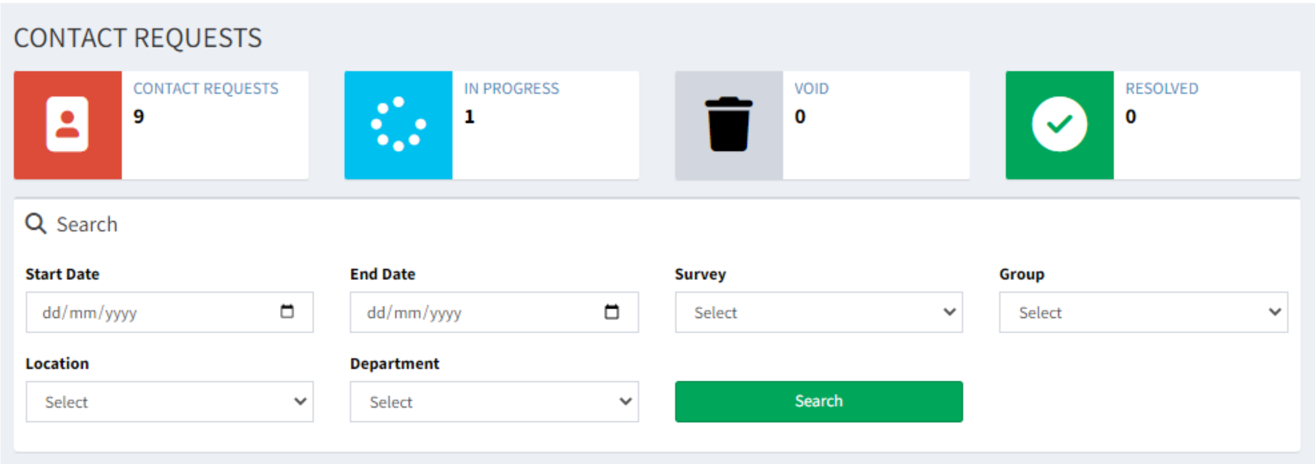
CONTACT REQUESTS

From the Navigation Panel expand “SURVEYS” and “RESPONSES” by clicking the arrow



Select “CONTACTS”

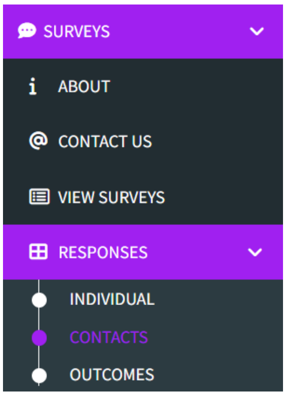
Use the search function to populate and filter the table. You must select the “Survey” to populate the table, but you do not need to use any other search parameters



At the top of the page there are four shortcut buttons these will provide filtered lists based on the current status of the contact requests

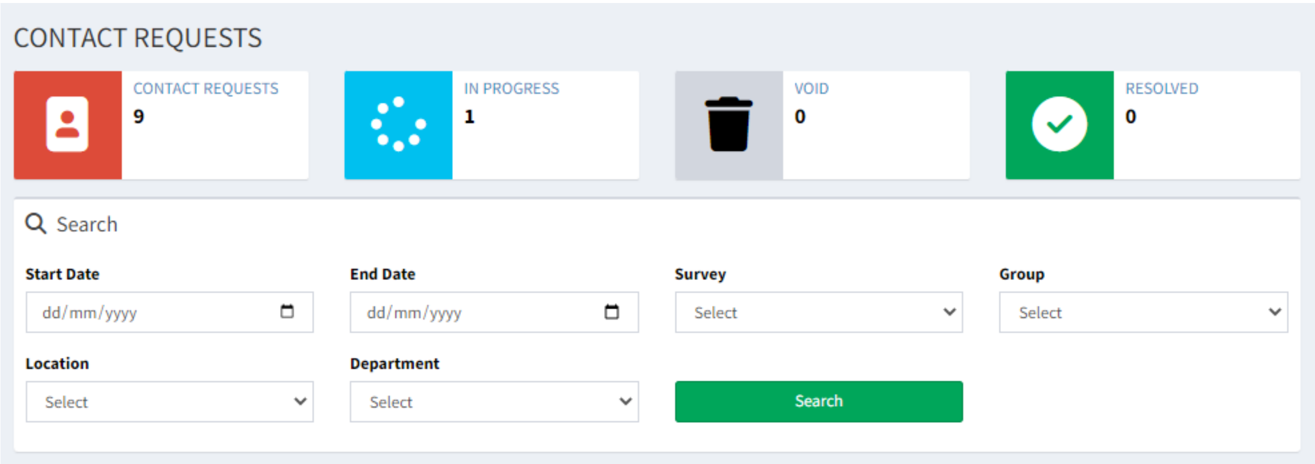
ASSIGN TASKS

From the Navigation Panel expand “SURVEYS” and “RESPONSES” by clicking the arrow

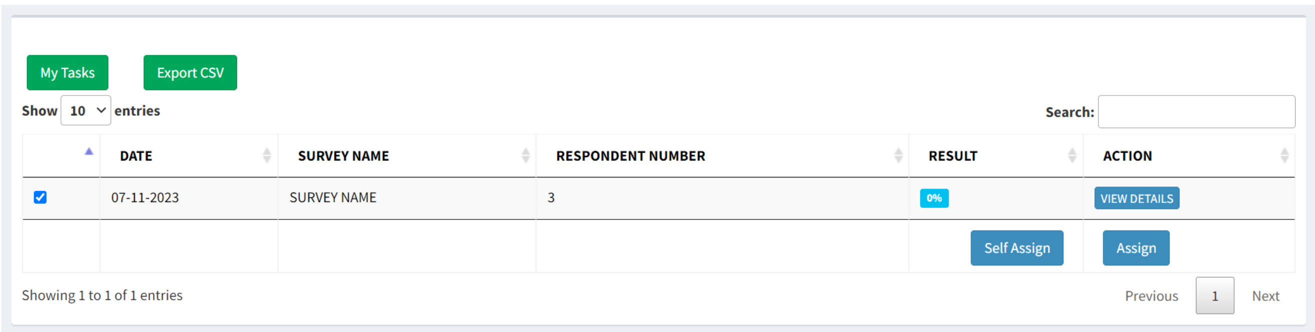


Select “CONTACTS”

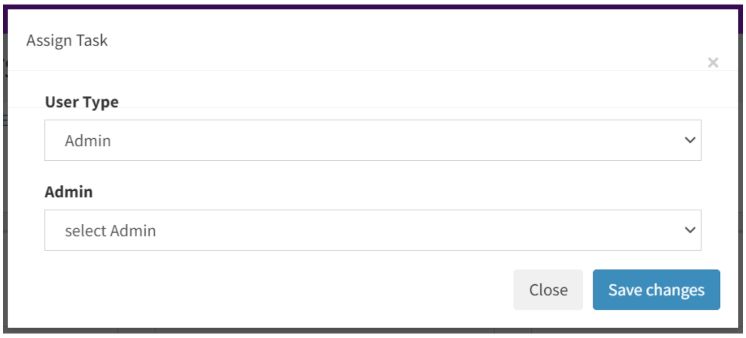
Use the search function to populate and filter the table. You must select the “Survey” to populate the table, but you do not need to use any other search parameters



Once the table has been populated you can assign tasks. Simply select the response using the checkbox one the left of the table. Now you can click “Self Assign” if you are going to complete the action. Alternatively you can click “Assign” to send the task to other users of the system.

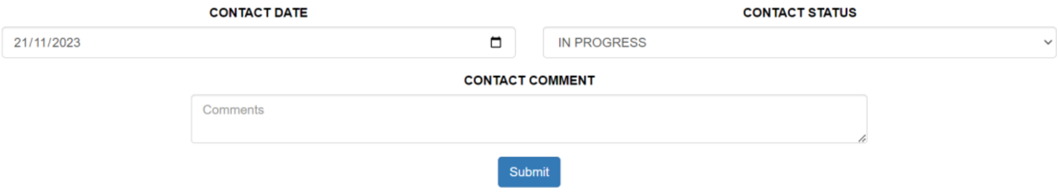


Select the User Level and then the name of the user.



To view your Tasks select “My Tasks” from the “CONTACT REQUESTS” page

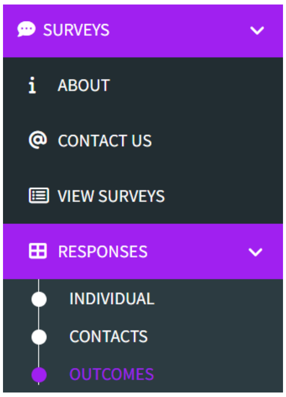
From this list you can add information to the task, record your actions and update the task status to create an auditable record. Simply Click “VIEW DETAILS” on the record you want to update



If you are unable to complete this function, please contact your system administrator or [click here](#) to submit a Support Ticket

OUTCOMES

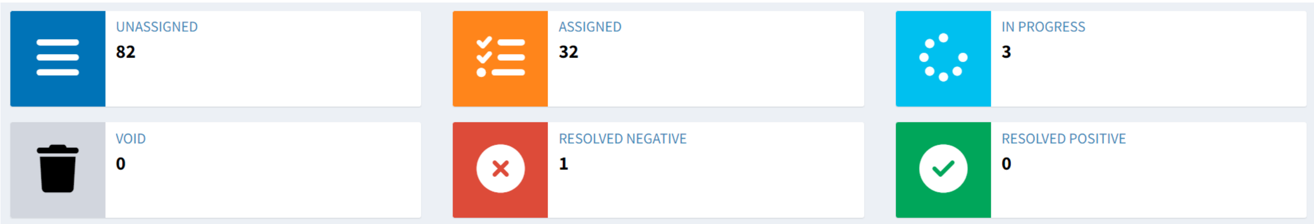
From the Navigation Panel expand “SURVEYS” and “RESPONSES” by clicking the arrow



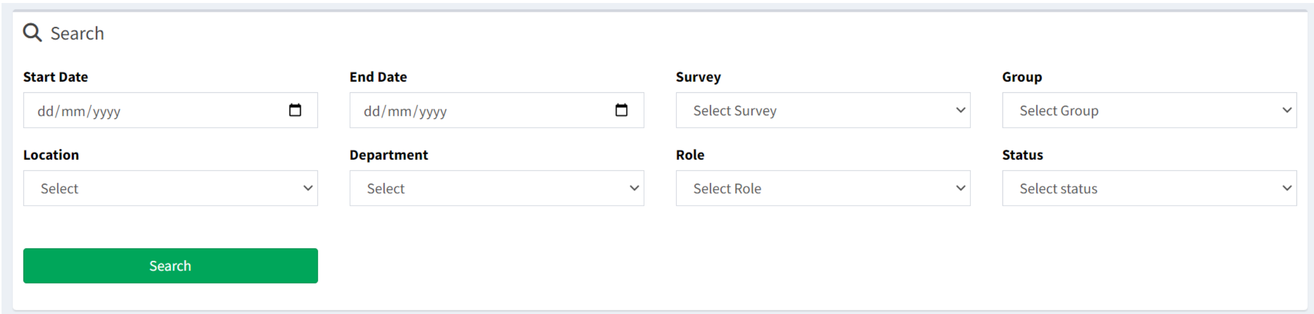
Select “OUTCOMES”

All responses shown in this section are responses that have requested contact.

At the top of this page there are 6 shortcut buttons to pre-filtered lists based on the task status



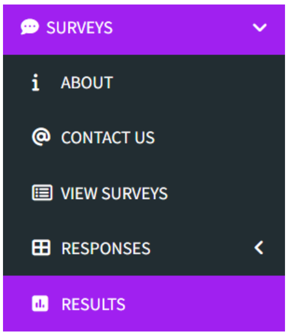
Use the search function to populate the table. You must select the “SURVEY” to populate the table, but you do not need to use any other search parameters.



If you are unable to complete this function, please contact your system administrator or [click here](#) to submit a Support Ticket

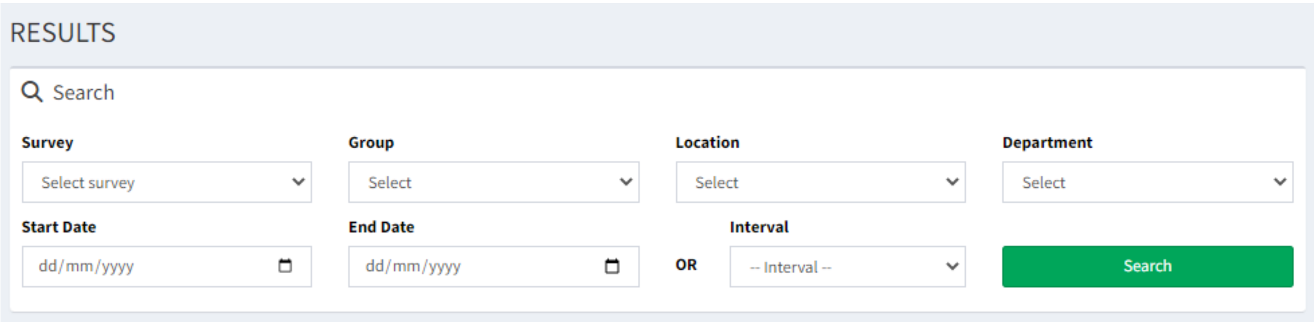
RESULTS

From the Navigation Panel expand "SURVEYS" by clicking the arrow

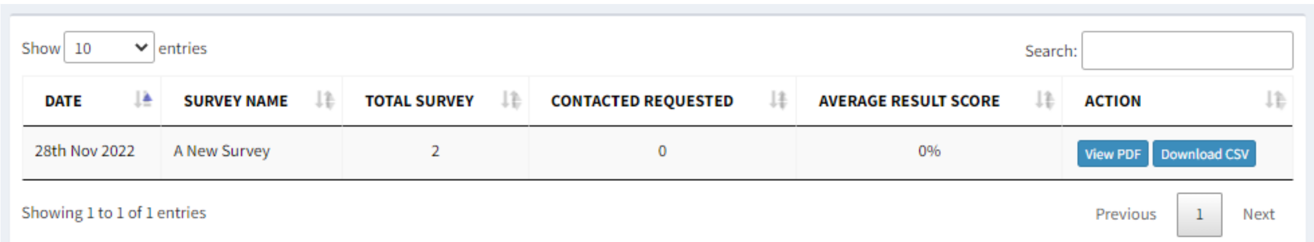


Select "RESULTS"

Use the search function to populate and filter the table. You must select the "Survey" to populate the table, but you do not need to use any other search parameters



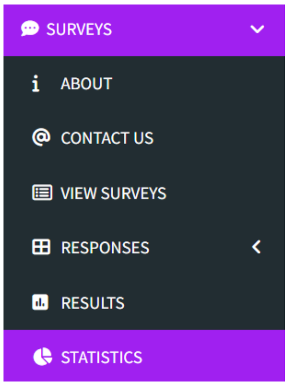
The table below will now be populated with your results. These results are based on all responses within the date range or interval that you have selected. The table displays the average result score for the whole survey, however if you use the buttons in the action column you will be able to see the scores of each question



If you are unable to complete this function, please contact your system administrator or [click here](#) to submit a Support Ticket

STATISTICS

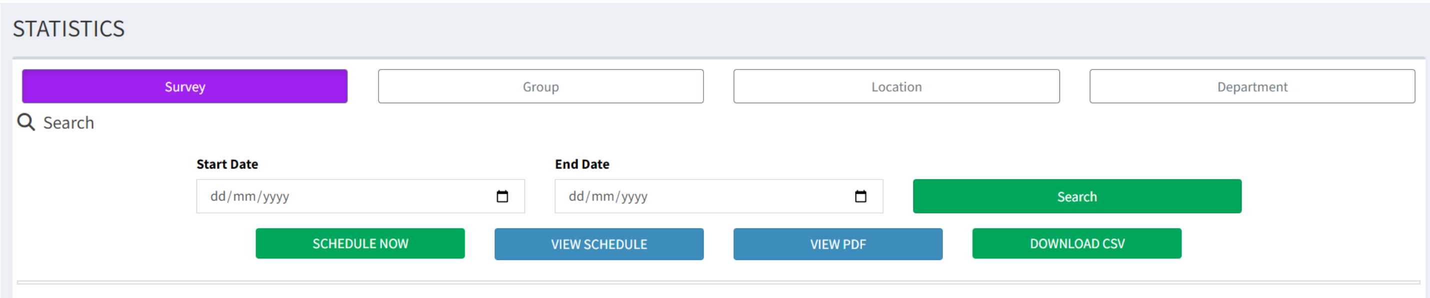
From the Navigation Panel expand "SURVEYS" by clicking the arrow



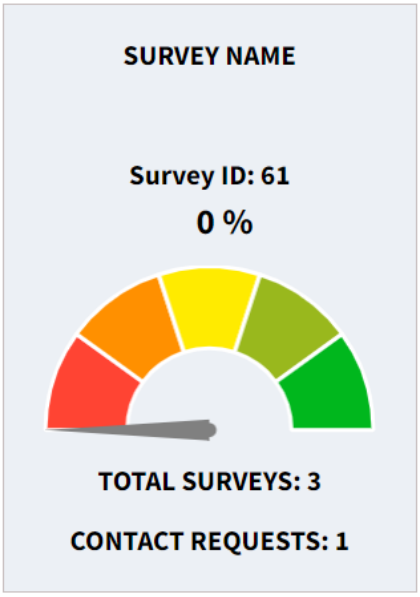
At the top of the page are five tabs "SURVEY", "GROUP", "LOCATION", "DEPARTMENT" and "ROLE"; select one of these to view your statistics

Enter a Start and End Date to filter the data

You can export the statistics by clicking "VIEW PDF" or "DOWNLOAD CSV"



The data will be presented in a simple infographic displaying the following information:
Survey Name
Survey ID
Average Result Score (%)
Total Surveys (responses)
Contact Requests
An indicator graphic will allow you to quickly compare results at a glance



If you are unable to complete this function, please contact your system administrator or click here to submit a Support Ticket

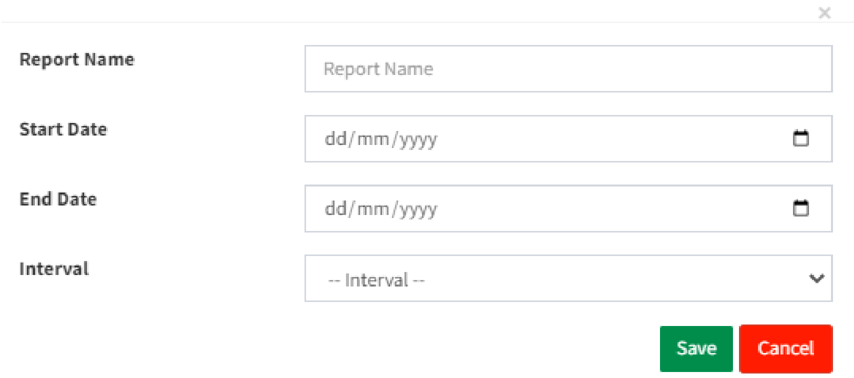
SCHEDULE STATISTICS

In addition to viewing and exporting the data, you can create a schedule to send the PDF to you via email

To create the schedule firstly select one of the tabs from the top of the page and then click “SCHEDULE NOW”

Next you will be prompted to enter a “Report Name”, “Start Date”, “End Date”, and select an “Interval” for the email frequency. Then click Save to create the schedule

You can view the scheduled statistic reports by clicking “VIEW SCHEDULE”

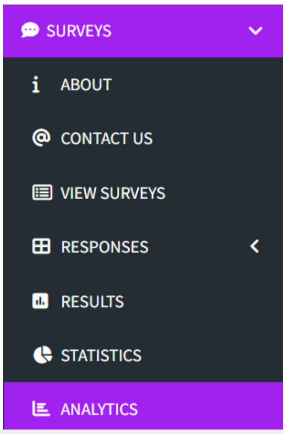


The above steps can be repeated for Pulses and Engagements by selecting these from the Navigation Panel in the first step

If you are unable to complete this function, please contact your system administrator or [click here](#) to submit a Support Ticket

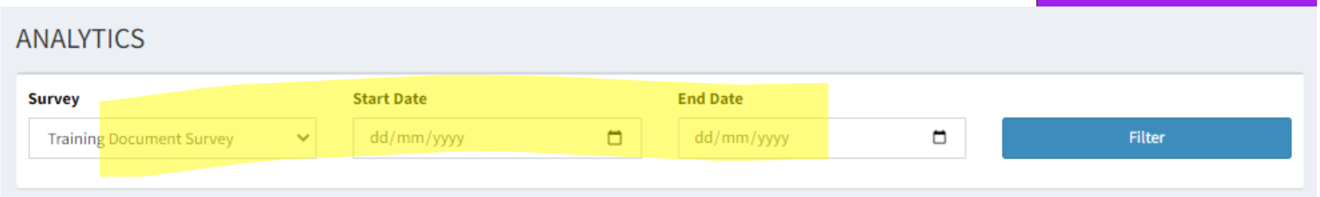
ANALYTICS

From the Navigation Panel expand “SURVEYS” by clicking the arrow



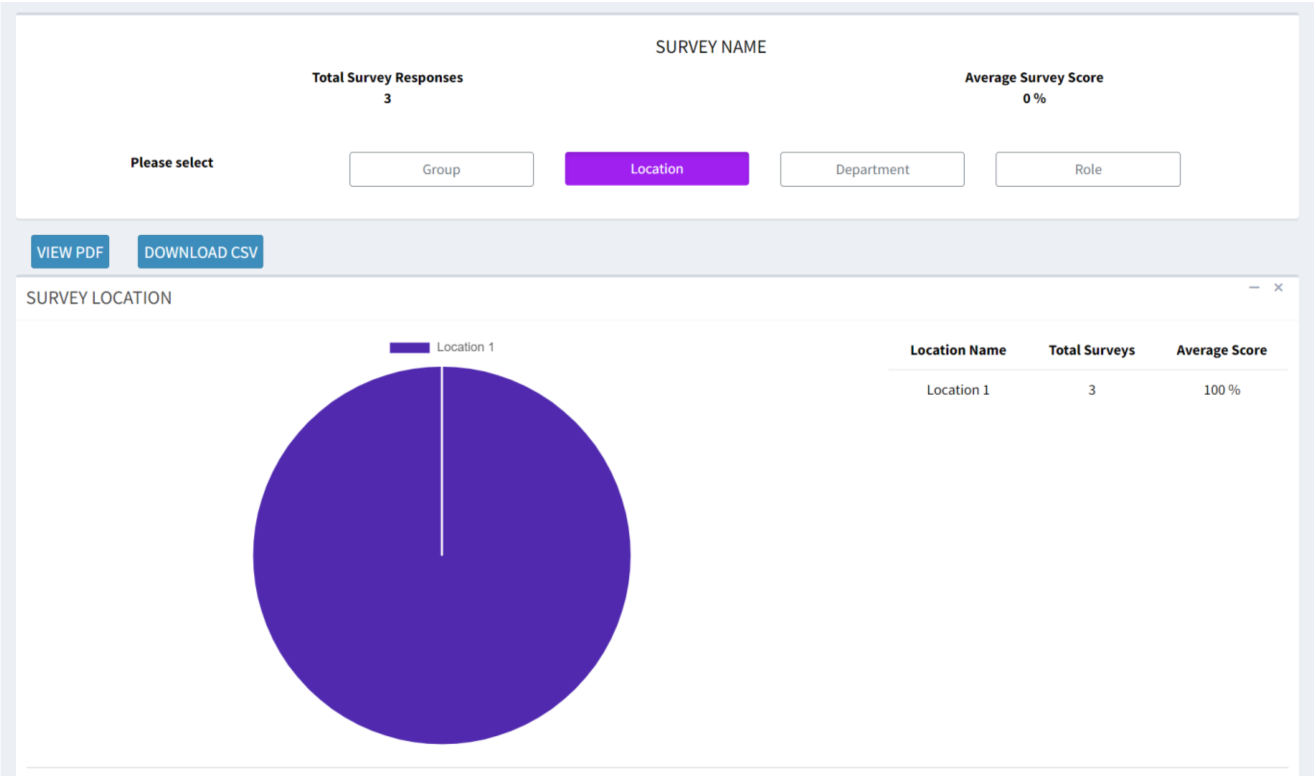
Select “ANALYTICS”

At the top of the page you must select “SURVEY”, you can add a Start and End Date if you wish. Now you will see the “Total Survey Responses” and “Average Survey Score”.



You can now select “Group”, “Location” or “Department” to see the survey data accordingly as shown in the below example.

You can export this data using the “VIEW PDF” and “DOWNLOAD CSV” buttons.

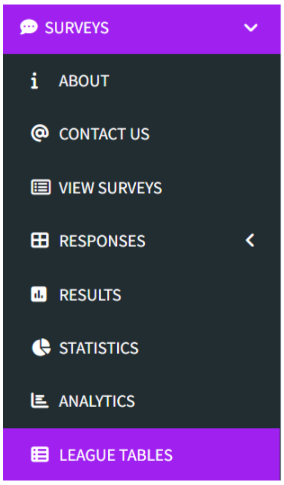


The above steps can be repeated for Pulses and Engagements by selecting these from the Navigation Panel in the first step

If you are unable to complete this function, please contact your system administrator or click here to submit a Support Ticket

LEAGUE TABLES

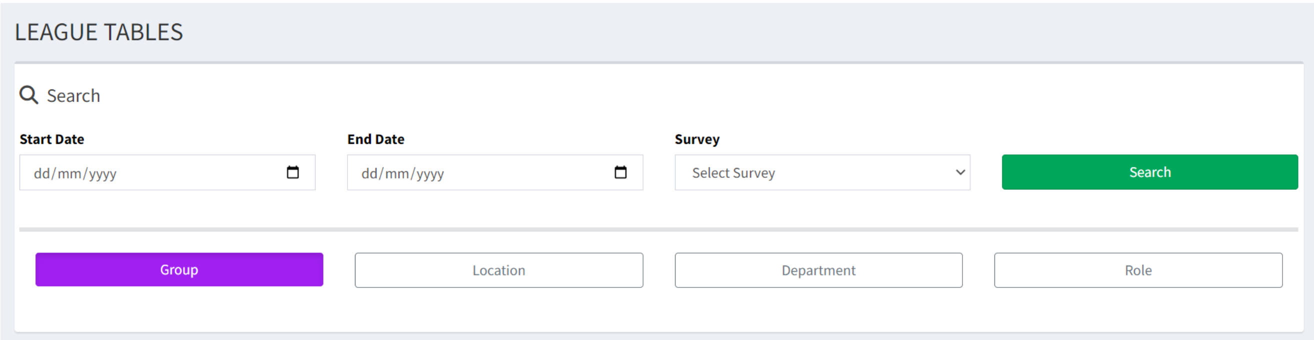
From the Navigation Panel expand “SURVEYS” by clicking the arrow



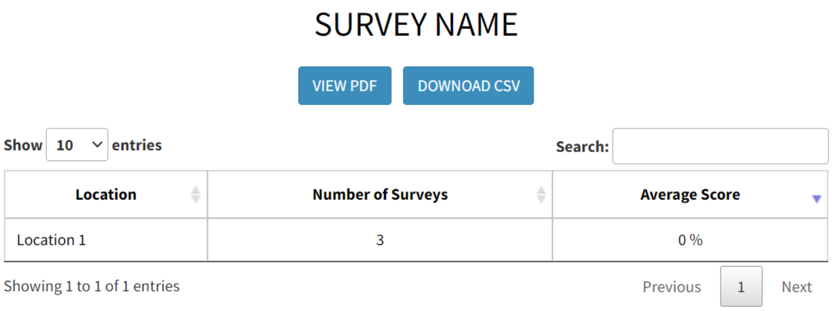
Select “LEAGUE TABLES”

At the top of the page you must select “SURVEY”, you can add a Start and End Date if you wish.

You can now select “Group”, “Location” or “Department” to see the survey data accordingly as shown in the below example



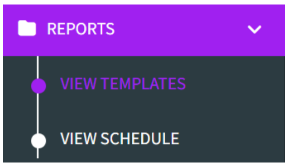
The page will now be populated as per the example below. You can also export this table with a PDF or CSV



The above steps can be repeated for Pulses and Engagements by selecting these from the Navigation Panel in the first step

If you are unable to complete this function, please contact your system administrator or [click here](#) to submit a Support Ticket

VIEW TEMPLATES

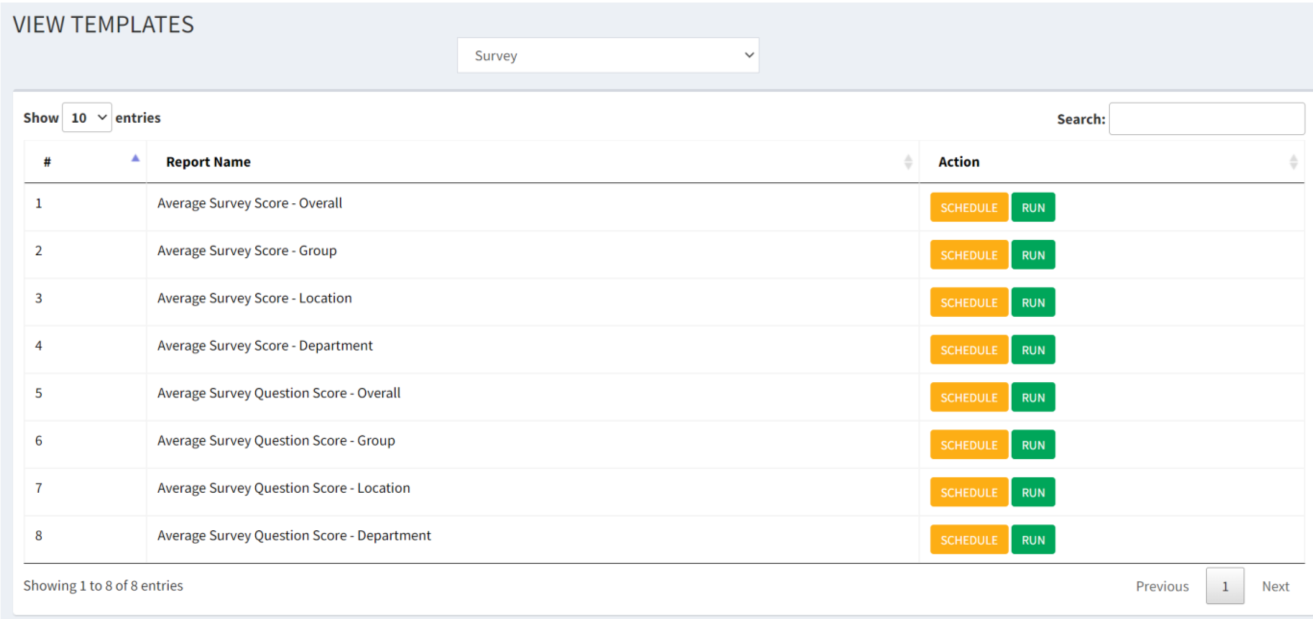


From the Navigation Panel expand “SURVEYS” and “REPORTS” by clicking the arrow

We have created a number of templates to help you with your reports:

Average Scores per Survey as an overall across your company or broken down by Group/Location/Department

Average Question Scores per Survey as an overall across your company or broken down by Group/Location/Department



VIEW TEMPLATES

Survey

Show 10 entries

Search:

#	Report Name	Action
1	Average Survey Score - Overall	SCHEDULE RUN
2	Average Survey Score - Group	SCHEDULE RUN
3	Average Survey Score - Location	SCHEDULE RUN
4	Average Survey Score - Department	SCHEDULE RUN
5	Average Survey Question Score - Overall	SCHEDULE RUN
6	Average Survey Question Score - Group	SCHEDULE RUN
7	Average Survey Question Score - Location	SCHEDULE RUN
8	Average Survey Question Score - Department	SCHEDULE RUN

Showing 1 to 8 of 8 entries

Previous 1 Next

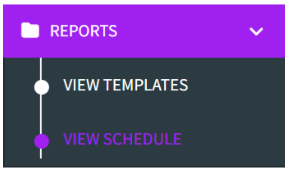
From this page you can click “SCHEDULE” to send reports to your inbox on a regular basis, or click “RUN” to run a report immediately.

These reports are generated in both PDF and CSV files. When you select run you will be prompted to select the survey and the relevant parameter if applicable. When you select “SCHEDULE” you will be given the following prompts:
Report Name – name your report so that you can easily keep track of your files
Survey – to select the survey for which you are generating the report
An Additional Parameter if applicable
Start Date – this is the first date your report will be sent
End Date – this is the final date of the report schedule
Report Frequency – this is how often you will receive the report
Interval – this is the interval by which the data is sorted
Send to User – this enable you to send the report directly to another user in the system

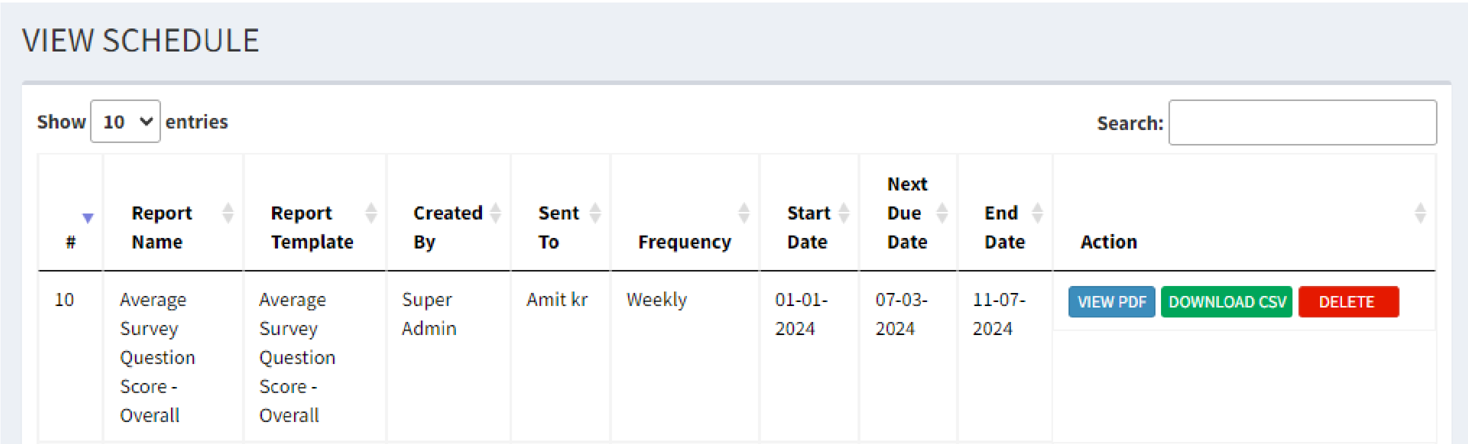
If you are unable to complete this function, please contact your system administrator or [click here](#) to submit a Support Ticket

VIEW SCHEDULE

From the Navigation Panel expand “SURVEYS” and “REPORTS” by clicking the arrow



Here you will see a table detailing the reports you have scheduled including the Report Name, Report Template, Frequency, Start and End Date.



#	Report Name	Report Template	Created By	Sent To	Frequency	Start Date	Next Due Date	End Date	Action
10	Average Survey Question Score - Overall	Average Survey Question Score - Overall	Super Admin	Amit kr	Weekly	01-01-2024	07-03-2024	11-07-2024	VIEW PDF DOWNLOAD CSV DELETE

From the Action column on this page you can click View PDF or Download CSV to immediately view the latest report sent in this schedule.

If you are unable to complete this function, please contact your system administrator or [click here](#) to submit a Support Ticket