# Compass - User Feedback: Reporting System Issues and Submitting Feedback on the Compass Application

[Process](#_Toc203126136)

[Responding to Comments on Feedback Under Review](#_Toc203126137)

[Related Documents](#_Toc203126138)

**Description:** Provides steps for submitting feedback in Compass regarding system issues or suggestions for process improvements, changes, enhancements, etc. for the Compass application.

http://sharepoint/sites/opscom/Operations%20Communication/Formatting/Icon%20-%20Important%20Information.png This process should **not** be used for individual documents such as work instructions, job aids, etc. Instead, refer to the following documents for the process and tips for submitting feedback on individual documents in theSource:

* “Feedback” section in [theSource- Feature User Guide (000828)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91d29dc8-0333-4222-9668-725dcb81305d)
* [Submitting Feedback in theSource Job Aid (020332)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e5c2ef71-408c-42f0-9686-bbf05b6f711c)

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| Process |

For the process of submitting feedback on the Compass application, refer to the steps below:

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| **Step** | **Action** | |
| **1** | Verify that the feedback is for the Compass system itself, such as:   * A system issue (e.g., undefined error message, incorrect field data) not already included in the [Compass - Known Issues and Actions to Resolve (058313)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf08f416-3cba-43b2-ab9a-0d8ff9489ae2) document * A suggestion for an improvement to the Compass application | |
| **If…** | **Then…** |
| No, feedback is related to an issue with a specific member’s account | Reach out to the Senior team for assistance as needed. Refer to either the Lifeline or the When to Transfer to Senior Team document for your line of business. |
| No, feedback is related to a document in theSource | Submit the feedback on the document itself in theSource using the Feedback icon in the bottom-left corner. |
| Yes, feedback is for the Compass system | Take a screenshot of the impacted Compass screen. Then proceed to Step 2. |
| **2** | Click the **Search (New UI)** drop-down arrow then select **User Feedbacks** from the drop-down menu.    **Result:** User Feedback page displays. | |
| **3** | Click the **New** button.    **Result:** The **New User Feedback: Compass Feedback** tab opens and a new form displays. | |
| **4** | The **Feedback Category** drop-down menudefaults to “Compass Application Feedback”. From the **Feedback** **Sub Category** drop-down menu, select the feature or process within Compass that your feedback is related to. | |
| **5** | Complete the **Case** field ONLY IF reporting a system issue. Enter the Case Number for the member account in which the issue occurred.   * Click the **magnifying glass** in the **Case** field to display the last 5 cases you have accessed. Do NOT select New Case.     **Notes:**   * If still in the member account, the Case Number is located on the Case Details Landing Page. Refer to [Compass - Case Details Landing Page (049986)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c445dcd-f511-4428-a015-5ce2f09178c4) as needed. * If you need to search for the Case Number, navigate to the Cases screen and review your Recently Viewed Cases: | |
| **6** | In the **Feedback Description** field, enter detailed information about the Compass system issue or suggested improvement.  http://sharepoint/sites/opscom/Operations%20Communication/Formatting/Icon%20-%20Important%20Information.png Font settings should not be changed in any way. | |
| **If…** | **Then…** |
| Reporting a system issue (e.g., undefined error message, incorrect field data) | * Verify the issue is not already included in the [Compass - Known Issues and Actions to Resolve (058313)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf08f416-3cba-43b2-ab9a-0d8ff9489ae2) document. * You must explain exactly what you were doing when the issue occurred. Include the name of the screen or tab you were on, what you clicked, and what happened (or didn’t happen). * Take a screenshot of the screen you are submitting feedback on.   **Example:** “Completed all fields on a Benefits Clarification Support Task and clicked Save. On Support Task screen for ST-##### and no Create Callback button appears.” |
| A suggestion for an improvement to the Compass application | Be as detailed as possible. Do you have any specific concerns or suggestions for improvement? |
| **7** | Add a screenshot to your feedback whenever possible.   1. Use either Snagit Editor or Snipping Tool to prepare the image.   **Note:** DO NOT crop the screenshot. Also, you do not need to blur PHI/PII/PCI.   1. Attach the image file to the **Feedback Description** field using one of the following two options: 2. Use the **Copy+Paste** function on the image to place it in the **Feedback Description** field. 3. Save the image to your desktop and upload it from the Feedback tool using the following **Image** icon: | |
| **8** | Click **Save** to submit your feedback.    **Results:**   * Feedback is routed to the supporting Compass Feedback team for review and processing. * If additional information is needed, the Compass team will add a **Post** with follow-up questions to your feedback, and you will receive a notification in the Compass system:   A screenshot of a computer  AI-generated content may be incorrect. | |
| **9** | To review submitted feedback, select **My Submitted Feedback** from the User Feedback menu.  **Result:** User Feedback cases display. | |
| **10** | Click the corresponding hyperlink in **User Feedback Name** column to view information regarding a specific item.   * To determine the feedback status, refer to the following: * **Open:** Feedback has been submitted. * **Under Review:** Corresponding Feedback team has taken ownership and the item is being processed.   **Note:** Turnaround times may vary based on the subject matter. Refer to the **Notes** field in the User Feedback to track progress.   * **Closed:** Feedback has been reviewed and closed. | |

[Top of the Document](#_top)

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| Responding to Comments on Feedback Under Review |

When you receive follow-up questions regarding Compass feedback you have submitted, you will be “tagged” in a comment on the feedback submission. Access the User Feedback by clicking the notification bell in the top right corner of the Compass application:

A screenshot of a computer

AI-generated content may be incorrect.

After locating and opening the Compass feedback, review the **Post** panel on the right side of the screen for comments from the Compass team.

A screenshot of a computer

AI-generated content may be incorrect.

Locate the post requesting additional information and type your response in the **Write a comment…** field. Include the name of the user starting with an @ symbol so that they are notified when you respond.

**Example of User Feedback that was closed due to a lack of information and no user response:**

A screenshot of a computer

AI-generated content may be incorrect.

[Top of the Document](#_top)

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| Related Documents |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Top of the Document](#_top)

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