

eFeedback

(v1.1 – 2009-11-13)

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1 Abstract

The “Feedback System” gives user with the appropriate rights the possibility to create their own feedback forms. These forms can be used to request individual feedback from dealer. They can also be used for marketing purposes or to start polls about important topics in a company. There are several possibilities to design your own highly customized form. All companies within a market can be reached with a customized email, which contains a unique link to a feedback form. By clicking on the link, the user will be forwarded to the feedback form. After the user finishes the feedback, reports can be generated. The feedback recipient does not need an account to etas. The recipient can answer the feedback just by clicking on the link in the e-Mail.

2 Feedback System

The feedback is separated in two sections: “**Feedback Forms**” and “**Feedback Forms – Option Elements**”.

This functionality can be reached over the menu in the category “Maintenance” (see Figure 1).

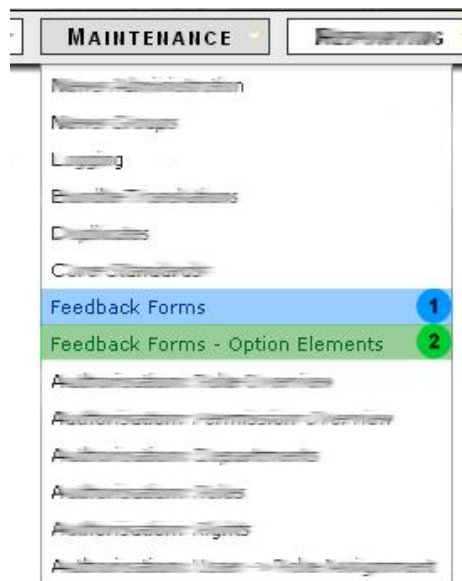


Figure 1 shows the two menu points for the Feedback Module in eTAS

3 Feedback Forms

This area is one of the main parts of the “Feedback System”. In Figure 2 some parts are marked which will be explained in detail.

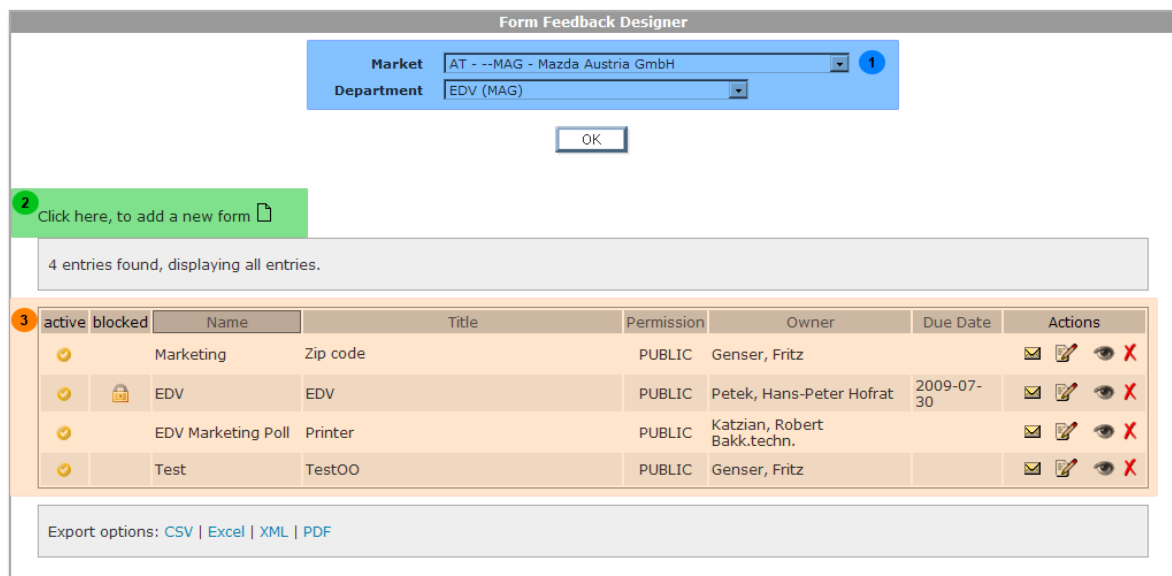
- 1 In the blue area are two drop down lists. The first represents a market. The second contains a list of departments.
- 2 With the “New form” icon (📄), a new form can be created (c.f. green marked area).
- 3 This list contains all previously designed feedbacks. They belong to the selected market and department (orange marked area).

FORM FEEDBACK DESIGNER

Here you can create polls according to your own tastes. A Link to the poll will be send by e-Mail to a chosen market. If you want see the results of your poll, go to the report "Feedback Evaluation".

To design individual Feedback Forms, there are just 3 simple steps necessary.

- 1 Create the form - define the name and the title.
- 2 Define the objects which should be shown on the form (input areas, selection boxes, ...) and test the form.
- 3 Send the information to the target users - they will get an e-Mail and can fill the form (via a link in the e-mail).



active	blocked	Name	Title	Permission	Owner	Due Date	Actions
✓		Marketing	Zip code	PUBLIC	Genser, Fritz		✉️ 📄 👁️ ❌
✓	🔒	EDV	EDV	PUBLIC	Petek, Hans-Peter Hofrat	2009-07-30	✉️ 📄 👁️ ❌
✓		EDV Marketing Poll	Printer	PUBLIC	Katzian, Robert Bakk.techn.		✉️ 📄 👁️ ❌
✓		Test	TestOO	PUBLIC	Genser, Fritz		✉️ 📄 👁️ ❌

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

Figure 2 shows the Form Feedback Designer of the Feedback system

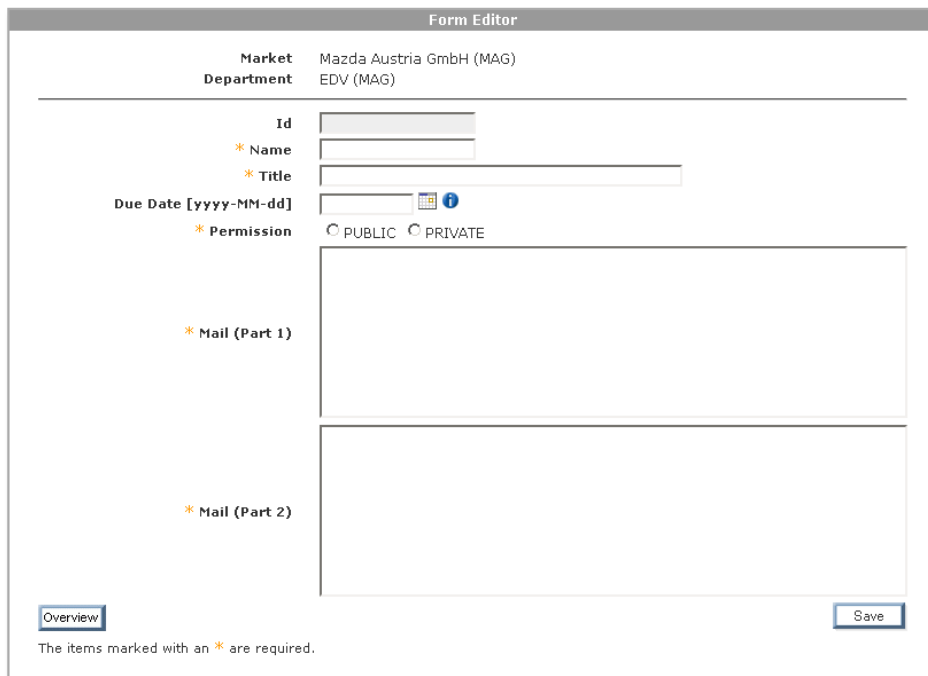
The whole process for creating a feedback form is divided into three steps:

Step 1 - Create Form

To create a new form, click on “Feedback Forms” in the “Maintenance” menu (figure 1).

- Select the market and department settings.
(Your market and department settings are preselected)
- Open the form editor by clicking the icon “New form” icon (□).
- Fill out all fields marked with an *. For more information about the fields see the description below in this manual.

FORM EDITOR



The screenshot shows the 'Form Editor' window. At the top, it displays 'Market: Mazda Austria GmbH (MAG)' and 'Department: EDV (MAG)'. Below this, there are several input fields: 'Id' (empty), '* Name' (empty), '* Title' (empty), and 'Due Date [yyyy-MM-dd]' (empty with a calendar icon). The '* Permission' section has two radio buttons: 'PUBLIC' (selected) and 'PRIVATE'. There are two large text areas for '* Mail (Part 1)' and '* Mail (Part 2)'. At the bottom left is an 'Overview' button and at the bottom right is a 'Save' button. A note at the bottom states: 'The items marked with an * are required.'

Figure 3 show the area for creating news

- Click the “Save” button to save the form. To get back, click on the “Overview” button.

Fields in the Form Editor

- **Id**

This field cannot be filled. It will be set automatically.
- **Name (mandatory)**

This field designates the name of the feedback form.
- **Title (mandatory)**

Is the title of the feedback form and is used as headline for the feedback.
- **Due Date (mandatory)**

This value will automatically set a feedback form to inactive, if the date is exceeded.
- **Permission**

If a feedback form is created as public, then all user, who are able to design a feedback, may edit this one feedback too. All private feedbacks can only be designed and used by its owner.
- **Mail Part 1 (mandatory)**

The mail sent to the feedback recipients, will contain this text written in this field. It will be shown prior the link to the feedback form.
- **Mail Part 2 (mandatory)**

Text written in this field will be shown after the link to the feedback form.

Step 2 - Edit Feedback form

The created form is shown at the overview of the “Form Feedback Designer”. Press the “Edit” icon (✎) to get to the Form Editor.

3	active	blocked	Name	Title	Permission	Owner	Due Date	Actions
✓			Marketing	Zip code	PUBLIC	Genser, Fritz		✉ ✎ 👁 ✖
✓	🔒		EDV	EDV	PUBLIC	Petek, Hans-Peter Hofrat	2009-07-30	✉ ✎ 👁 ✖
✓			EDV Marketing Poll	Printer	PUBLIC	Katzian, Robert Bakk.techn.		✉ ✎ 👁 ✖
✓			Test	TestOO	PUBLIC	Genser, Fritz		✉ ✎ 👁 ✖

Figure 4 shows the available feedbacks

When clicking on the “Edit” icon (✎), the edit page is opened, which looks similar to the create area of a form feedback. The difference is below in the blue marked area 1 (Figure 5), where new input fields are visible.

At the Form Editor new elements (input areas, selection boxes ...) for the questionnaire should be defined. In addition, default values for these elements can be used (c.f. referenced table). How those default values can be created and edited, will be explained in chapter Feedback Forms - Value Administration. Maybe it is a good idea to check, which values are already defined. If necessary, you can first create the option values for your feedback form. Then you can add the values together with the input elements (questions) to your feedback.

FORM EDITOR

Form Editor

Market

Department

Mazda Austria GmbH (MAG)

EDV (MAG)

Id

*** Name**

*** Title**

Due Date [yyyy-MM-dd]

*** Permission**

*** Mail (Part 1)**

*** Mail (Part 2)**

2187816

EDV Marketing Poll

Priter

PUBLIC PRIVATE

This is a feedback form which belongs to new printers.

With Kind regards
Dr. Zoitberg

The items marked with an * are required.

1	Question	New line	Type	Referenced table	Action
	<input type="text"/>		Single Line		<input type="button" value="i"/>

Figure 5 show the edit area of the feedback form

The first input field in this area should be used for a question. Thereby the element type has to be specified. An example for some input elements is presented in Figure 6.

The items marked with an * are required.

	Question	New line	Type	Referenced table	Action
↓	<input type="text" value="Which printers do you like?"/>	<input checked="" type="checkbox"/>	Radio controls	Printers	<input type="button" value="i"/> <input type="button" value="X"/>
↑ ↓	<input type="text" value="Which other printers do you know?"/>	<input checked="" type="checkbox"/>	Text box	-	<input type="button" value="i"/> <input type="button" value="X"/>
↑	<input type="text" value="Do you know some Mazda cars?"/>	<input checked="" type="checkbox"/>	Selection box	JaNein	<input type="button" value="i"/> <input type="button" value="X"/>

<input type="text"/>	Single Line			<input type="button" value="i"/>
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Figure 6 shows an example for some input fields in a feedback form

There are some arrows on the left side. It is possible to rearranging the list with them. On the right side of the list, there is an icon for saving changes (💾) in the question or deleting (✖) an element of the feedback form.

There are several options which can be added to a feedback.

- Single Line
- Number
- Text box
- Radio controls
- Selection box
- Paragraph

It is possible to build up highly modular and flexible feedbacks. The Form Designer allows you to put either one element in a line or two elements, for example a single line and a selection box, in the same line of the feedback.

For selection boxes and radio controls custom records can be created. To do this the “Feedback Forms – Option Elements” menu (c.f. Figure 1) is used. This feature is described in detail in Chapter Feedback Forms - Value Administration. After you have finished your feedback, click on the “Overview” button.

Step 3 - Send the information to the target users




Figure 7 shows the possible actions beside the feedback forms in the start page of forms feedback

Click the “Request Feedback” icon (✉), to send the feedback form to the user. After choosing the desired market you will get a list of users, who will receive your feedback request via mail. The screen, shown in Figure 8, should now appear.

FORM FEEDBACK REQUESTOR

Choose the market to get the proper companies from which you want to get the feedback. Choose also the receiver-type.

 Send the information to the target users - they will get an e-Mail and can fill the form (via a link in the e-mail).

Market Mazda Austria GmbH (MAG)
 Department EDV (MAG)
 form EDV Marketing Poll (Katzian, Robert Bakk.techn.)

Market

do not include submarkets

receiver-type

company (2%, 9/391) valid e-Mail addresses

company contact (2%, 9/391) valid e-Mail addresses

0% 100%

391 entries found, displaying 1 to 45.

[First / Prev] 1|2|3|4|5|6|7|8|9 [Next / Last]

Company	Company	E-Mail (Company)	E-Mail (Contact)
	SCHNELLE testfirma	- no email address -	- no email address -
	TestFirmaOhneAdresse	- no email address -	- no email address -

Figure 8 shows the send process for the feedback forms

Click on the “Send” button, to send the mails. All of the listed user should get a generated mail from the system which looks similar to Figure 9.

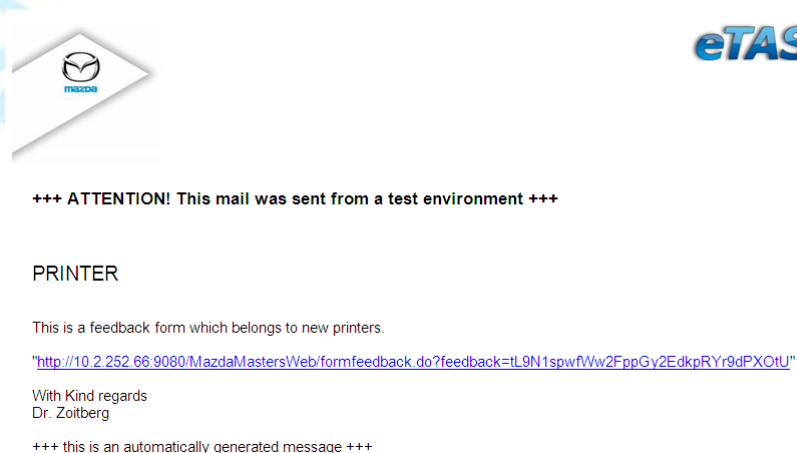


Figure 9 shows an example mail for a feedback form from eTAS

Printer

Which other printers do you know?

Which printers do you like??

Do you know some Mazda cars?

FastPrintPerfect Minolta SuperDruck Xerox

[Submit Query](#) [Reset](#)

Figure 10 shows the created feedback-form

Delete a feedback form

If you want to remove a feedback, the “Delete” icon (✖) should be used (see Figure 2). Forms can only be deleted, when all input elements are removed first. To do so, the feedback form must be edited by using the “Edit” icon (✎) of the menu beside the feedbacks. All input forms must be deleted with this editor. After that, you are able to delete the whole form.

Preview of a feedback form

It is possible to check the feedback form before it is finally sent out to the users. You can click on the “Preview” icon (👁) from Figure 2. The only difference to the original feedback is that there is a “preview” headline above the feedback box and you can not submit your values.

4 Feedback Forms - Value Administration

This is the other great part of the feedback system. In this area all values for the input elements, which are treated in Step 2 of the feedback form creation, can be managed. Go to “Feedback Forms – Option Elements” in the “Maintenance” menu. The first step, which should be done, is the selection of a market. Afterwards, values for this particular market can be created or edited. If a new value should be created for a feedback form, the “New table” and “First value of new table” fields have to be filled out. These two values are mandatory. For example Figure 12 shows different values for the table “Auto”. This table and values can be used in a feedback for selection boxes or radio buttons.

FEEDBACK VALUE ADMINISTRATION

These tables can be used to reference values for feedback forms. First choose an existing t within the list.

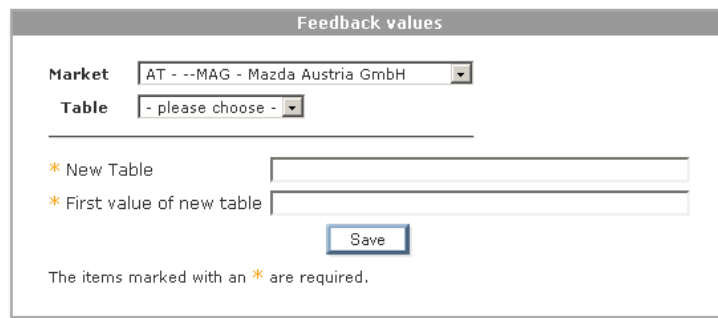


Figure 11 shows the Feedback value administration area

FEEDBACK VALUE ADMINISTRATION

These tables can be used to reference values for feedback forms. Fir within the list.

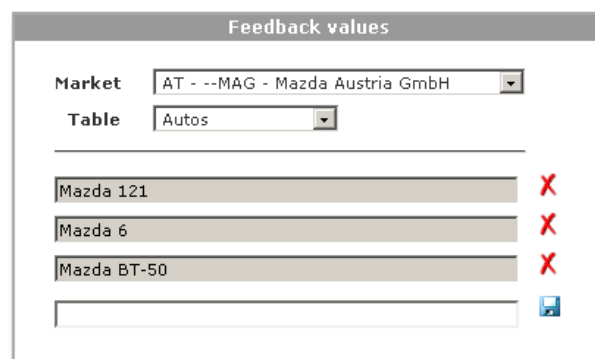


Figure 12 shows some filled in values in the table “Autos”