

Accessing Survey Results

Your online survey dashboard



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About ClearlyRated



- Headquartered in Portland, OR
- Analyze surveys from more than 1.2 million staffing firm clients and candidates annually

Industry Partners:



Net Promoter Methodology

How likely are you to recommend our company to a friend or colleague?

Not likely Extremely likely

1 2 3 4 5 6 7 8 9 10



Promoters (give a rating of 9-10)



Passives (give a rating of 7-8), and



Detractors (give a rating of 0-6)

16 / 20 **PROMOTERS** = 80%

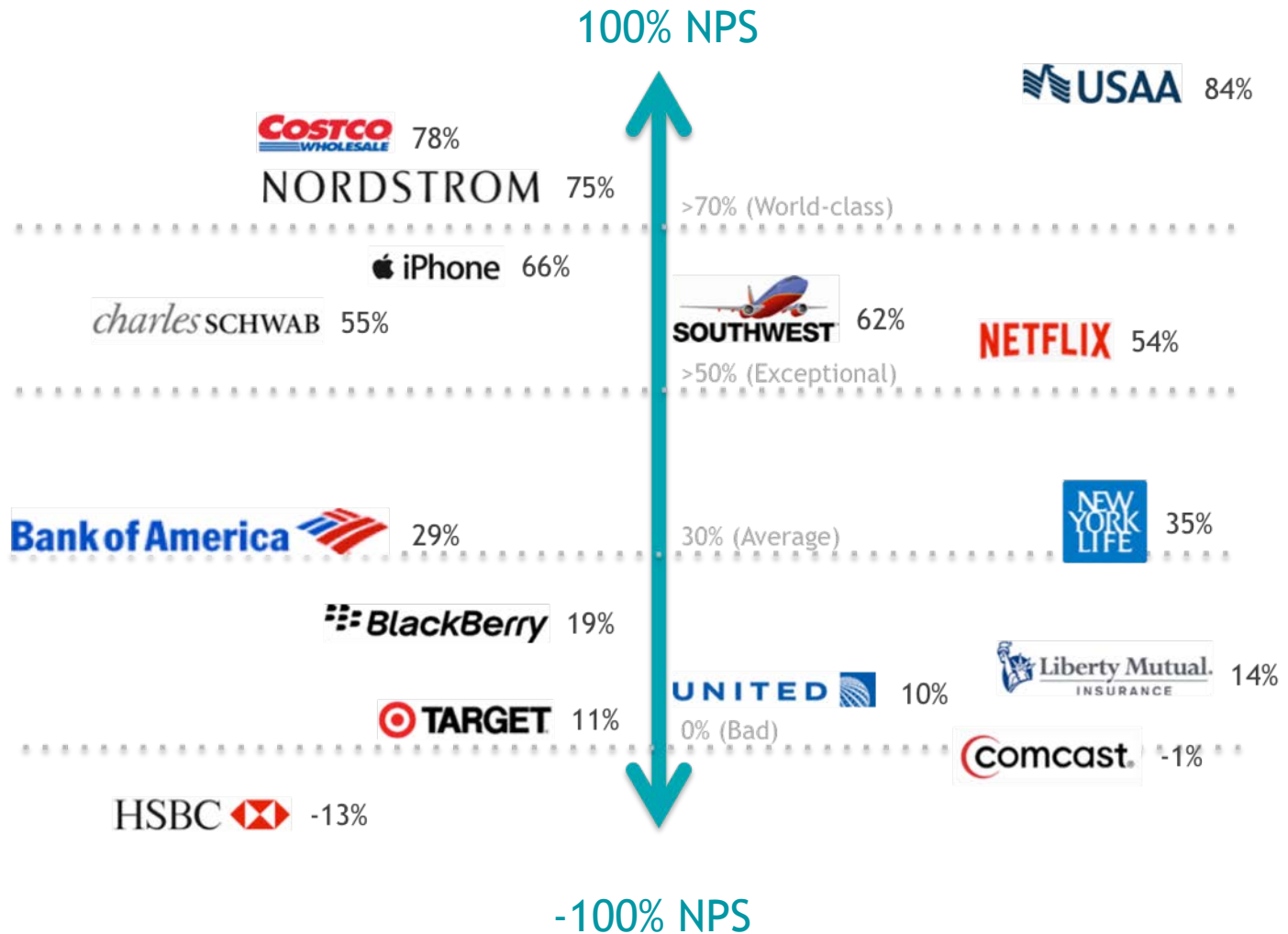


2 / 20 **DETRACTORS** = 10%



= **70% NPS**
(80% - 10%)

Net Promoter Score Methodology

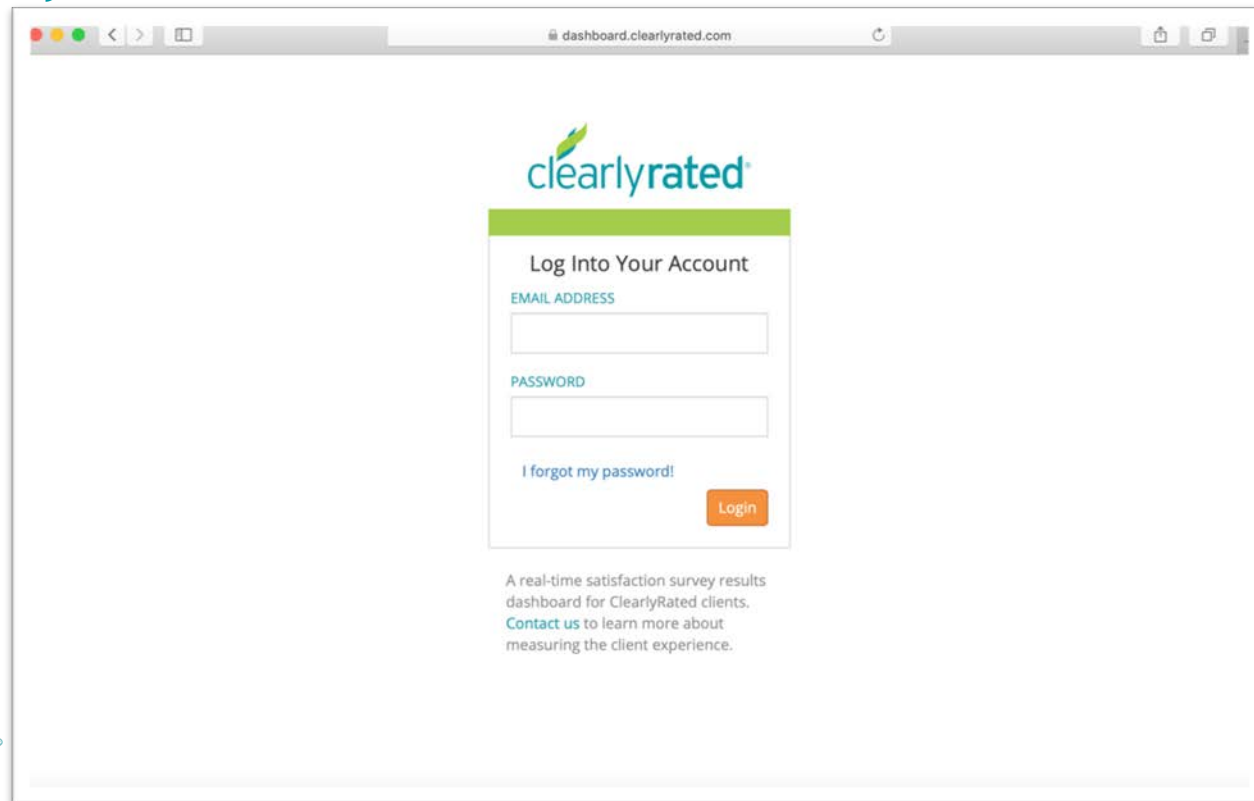


Accessing the Dashboard

Your Survey Feedback and Results

Accessing the Dashboard

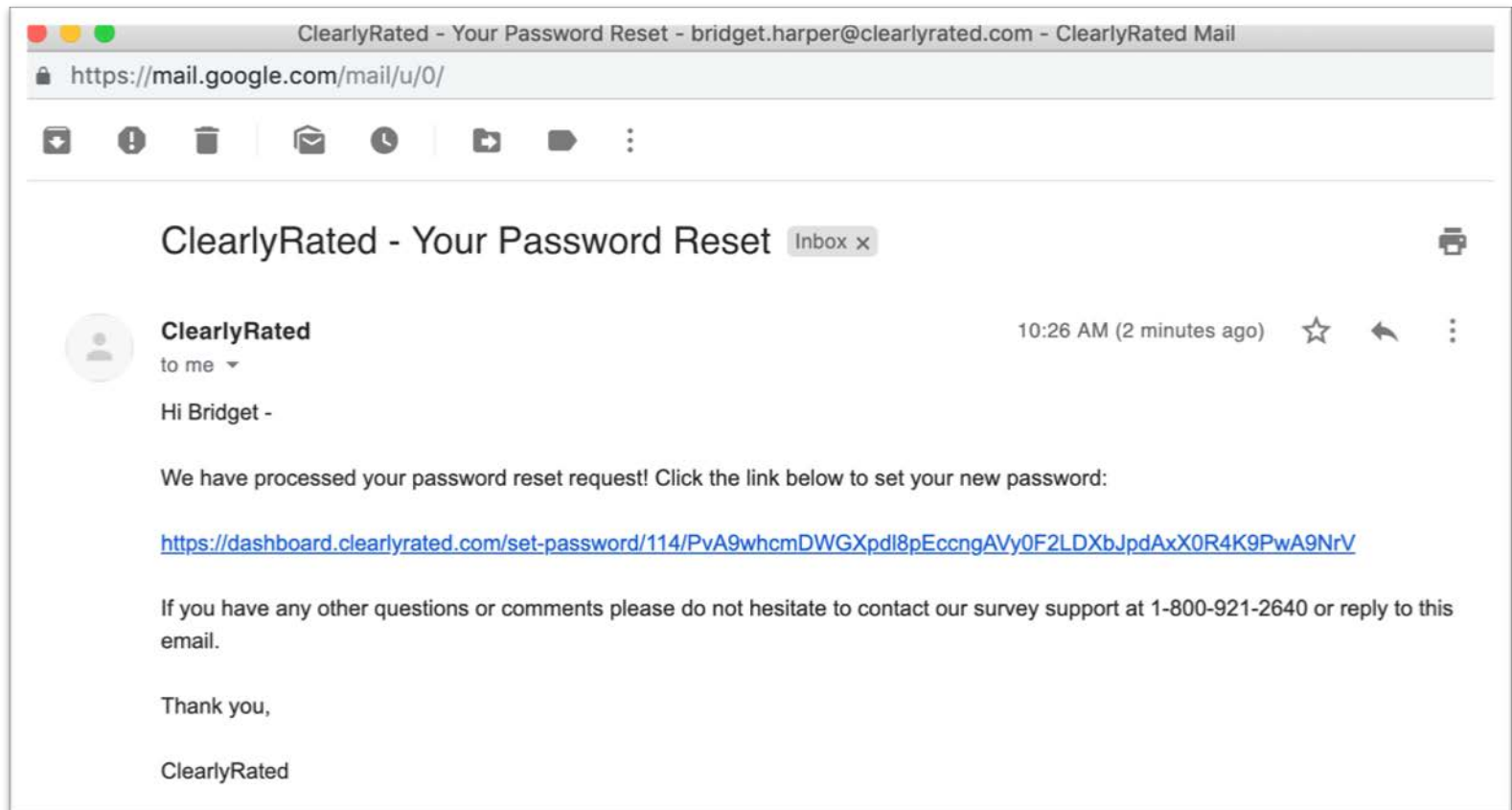
- New Users = You will receive an automated email from ClearlyRated with a link and initial sign-in/set-up instructions.
- Returning Users = After the initial set-up, you can login by going to <https://dashboard.clearlyrated.com/> and entering your email ID and the password you selected.



The screenshot shows a web browser window with the address bar displaying "dashboard.clearlyrated.com". The page features the ClearlyRated logo at the top center. Below the logo is a green horizontal bar. Underneath this bar is a white box with the heading "Log Into Your Account". Inside this box are two input fields: "EMAIL ADDRESS" and "PASSWORD". Below the "PASSWORD" field is a link that says "I forgot my password!". To the right of these fields is an orange "Login" button. Below the white box, there is a paragraph of text: "A real-time satisfaction survey results dashboard for ClearlyRated clients. Contact us to learn more about measuring the client experience."

Password Setting & Login

If you ever forget your password, visit dashboard.clearlyrated.com and hit “I forgot my password!” enter your email, and the following will be sent to you (check your spam folder if you don’t see it immediately).



Dashboard Navigation

View Responses, Data Trends and
Real-Time Survey Updates

Home Page (Demo data displayed)

When you first login to the Dashboard, you'll be viewing the overall Allegis score. Once you click "View Results", you'll be viewing only the data that you have access to.

Signed into **NPS Demo**

My Account Help Sign Out

clearlyrated®

Surveys Contacts Manage My Issues

Internal Survey Announcement
Communicate the plan to your team with this template.

External Survey Announcement
A simple email script that you can send to your survey recipients prior to the survey launch.

How to Update Bounced Email Addresses
Download and update your bounced email list.

How to Handle Unhappy Clients
Best practices to use when following up with detractors, including 5 helpful tips.





How to Get a Higher Response Rate
Sample scripts you can use when reaching out to non-responders.

NPS Demo Summary

This is an overview of your satisfaction metrics across all surveys for Staffing Survey Demo. You can view detailed metrics by clicking on a single survey below.

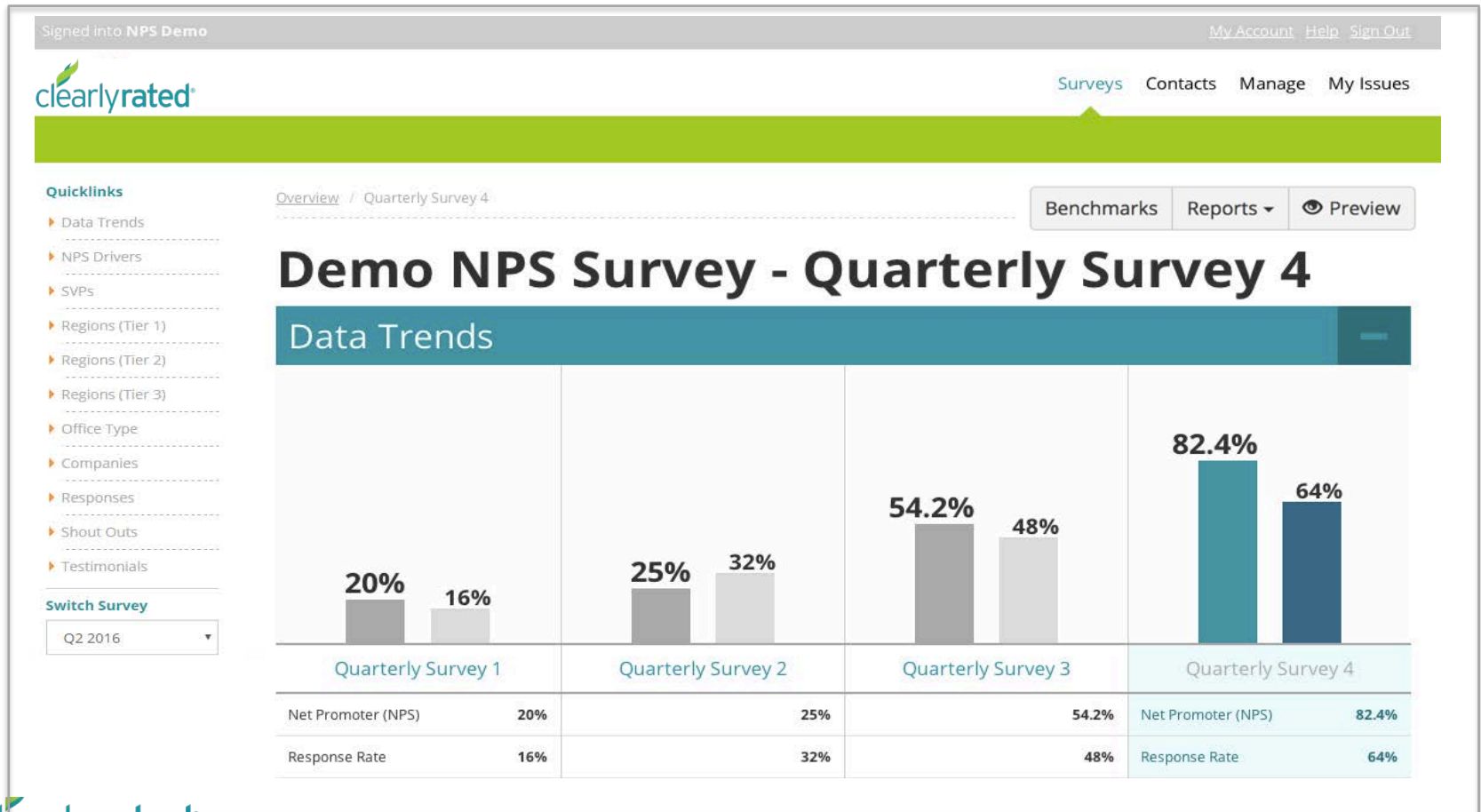
Client

Historical Reports ▾

Q4 2018 Nov 26, 2018 - Dec 12, 2018		NPS: 73.1% RR: 34.7%	View Results >
Q2 2018 May 8, 2018 - May 29, 2018		NPS: 52.4% RR: 28%	View Results >
Q3 2017 Sep 12, 2017 - Oct 10, 2017		NPS: 60.7% RR: 18.7%	View Results >
Q4 2016 Oct 4, 2016 - Oct 19, 2016		NPS: 8.3% RR: 8%	View Results >

Survey Summary (Demo data displayed)

This is the screen you'll see after you select "View Results" from the main screen. The top of the screen (see snapshot below) is a summary of your specific results. Scroll down to see your data by Client, Staffing/Services, and Biller.



Drilling down

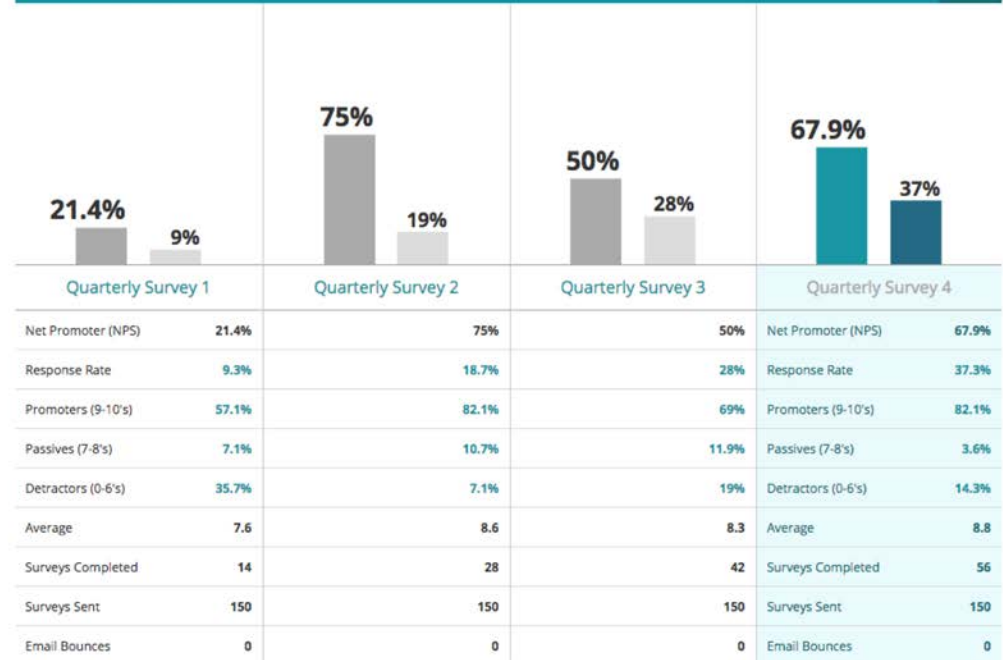
As you scroll past the data trends, you will see the data broken out by your unique segmentation.

Clicking on a specific name like “Florida” will allow you to “filter” down into different information that’s all associated to the Florida region.

Client Quarterly Survey 4

Advanced Filters

Data Trends



Regions

Search

Overview Net Promoter Score Response Rate Issues

	NPS	Response Rate	Flagged
Florida	45.5%	35.5%	1
Massachusetts	100%	32.5%	--
New York	62.5%	38.1%	2
Virginia	62.5%	43.2%	2

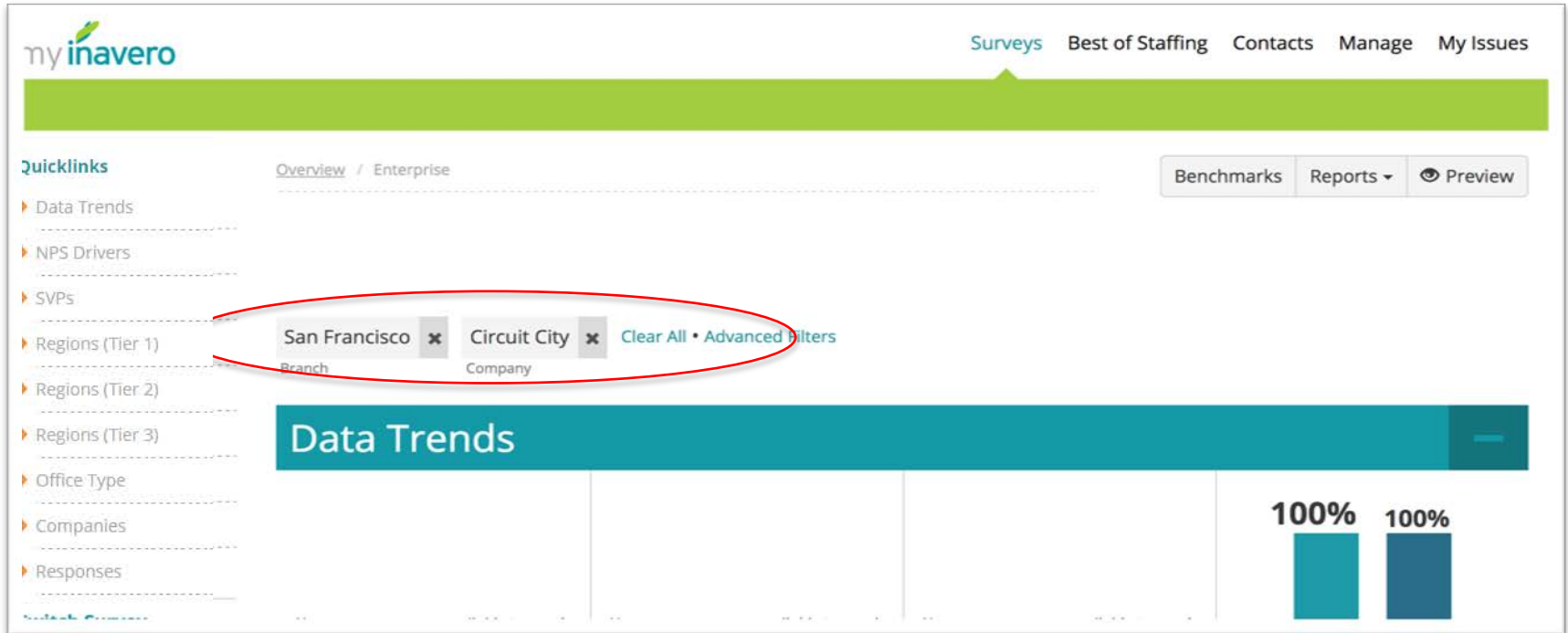
25 per page

Prev 1 - 4 of 4 Next

Page 1 of 1

Survey Summary (Demo data displayed)

Pay special attention to the filters as you navigate through your survey results. Simply click the “x” or the “Clear All” button to reset your view.



Note that filters build upon each other. The example above will only show the Circuit City results for the San Francisco branch. If you wish to see Circuit City’s results for your entire division, you will need to remove the branch filter by clicking the “x” next to the name.

Drilling down

Regions						
Search						
Overview <u>Net Promoter Score</u> NPS Drivers Response Rate Issues						
	NPS ↕	Promoters ↕	Passives ↕	Detractors ↕	Average ↕	NPS Impact ↕
Florida	45.5%	72.7%	0%	27.3%	7.7	-5
Massachusetts	100%	100%	0%	0%	10	+10
New York	62.5%	81.3%	0%	18.8%	8.6	-2
Virginia	62.5%	75%	12.5%	12.5%	8.9	-2

25 per page « Prev 1 - 4 of 4 Next » Page 1 of 1

Clicking on column headings will allow you to see different views of the data:

- Net Promoter Score gives a breakdown of the respondents (Promoters, Passives, Detractors)
- NPS Drivers shows the % of respondents who answered yes to each question
- Response Rate shows the # of sent and completed surveys
- Issues gives a summary of your flagged items

Branches			
Search			
Overview <u>Net Promoter Score</u> NPS Drivers Response Rate Issues			
	NPS ↕	Response Rate ↕	Flagged
Alexandria, VA	80%	35.7%	1
Boston, MA	100%	21.1%	--
Buffalo, NY	60%	43.5%	2
Miami, FL	100%	14.3%	--
New York, NY	66.7%	31.6%	--
Orlando, FL	50%	44.4%	1
Pensacola, FL	20%	62.5%	--
Richmond, VA	33.3%	66.7%	1
Worcester, MA	100%	42.9%	--

Search bars allow you to quickly navigate to your results. For example, if you are looking for a summary for your region, simply type in region name and hit enter to filter on your region.

If you are looking for results for a specific office or client, scroll down to the corresponding section and type in the name.

Individual Responses (Demo data displayed)

At the bottom of the page you'll be able to see the individual responses from Clients or Candidates (depending on what survey you're viewing). Use the search bar to find a specific response. You can search my first name/last name and email address.

If there is a green arrow pointing up, that indicates an improvement since the last survey they responded to (ex. score went from a 4 to a 7). A red arrow down, indicates a drop in their score. Clicking on the Respondent's name allows you to see the full survey feedback.

Quicklinks

- Data Trends
- NPS Drivers
- SVPs
- Regions (Tier 1)
- Regions (Tier 2)
- Regions (Tier 3)
- Office Type
- Companies
- Responses
- Shout Outs
- Testimonials

Switch Survey

Q2 2016

Overview / Quarterly Survey 4

Benchmarks Reports Preview

Demo NPS Survey - Quarterly Survey 4

Responses

Search Responses

Search

NPS	Respondent	Response	Date	Flagged	Trend
10	Bill Gates Circuit City	No Answer "Helpful staff."	Apr 10, 2014		
9	Steve Jobs Circuit City	"Nothing at this time." "They are great to work with and very responsive!"	Apr 10, 2014		
9	John Garfield Enron	"Professional, expert, great customer service." "Excellent service by our account manager. She's very on top of things!"	Dec 11, 2013	Not an Issue	

Anonymous Responses

We have an option for survey recipients to respond anonymously. Those responses will be displayed as “Valued Client” and will contain their survey feedback and NPS score.

Quicklinks

- Data Trends
- NPS Drivers
- Tags
- Responses
- Shout Outs
- Testimonials

Switch Survey

Q3 2017

Overview / Q3 2017

Client

Q3 2017

Clear All • Advanced Filters

Survey

Responses

valued client

NPS	Respondent	Response	Comment Question	Date	Flagged	Trend
10	Valued Client	Jens Papin is extremely reliable and seriously interested in the requirements of our customers.		Nov 10, 2017 *		
10	Valued Client	Responsiveness, reliability and customer orientation of the Tek Systems Rep		Oct 6, 2017 *		
9	Valued Client	Always dealt with John Spendiff who is always professional and on point on what type of candidate we are trying to hire, both from a skill and personal perspective[...]		Sep 27, 2017 *		
7	Valued Client	understanding the industry, business and profile requirements		Sep 27, 2017 *		
na	Valued Client	I think Fintan has a good grasp of the market and is able to give insights as to the challenges of finding the people with the niche skills we look for. We have[...]		Sep 26, 2017		
6	Valued Client	TEKsystems do seem to be able to successfully provide candidates that match our requirements - I believe there is a lack of communication between candidates/int[...]		Sep 25, 2017		
10	Valued Client	Consistency of quality, although not always perfect still the best agency in the market		Sep 25, 2017		
		TEKsystems provides a high quality standard in IT Staffing				

Reports

Downloading reports from the
Dashboard

Downloading Reports

Step 1:

Reports are generated based on the Survey and Filters you have selected.

In this example, the report will include all Client responses for your office.

If you want a report for an office or client, you must set the filters before running the report.

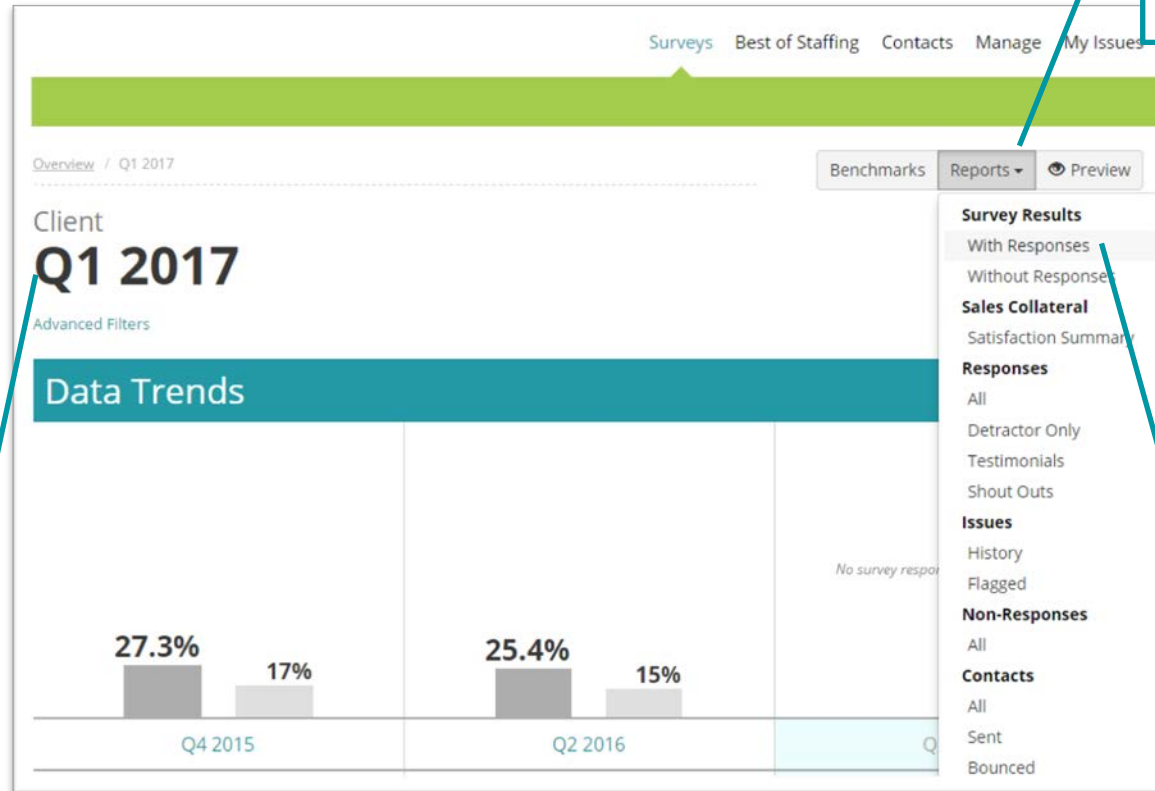
Step 2:

Click on the “Reports” drop down box

Step 3:

While the survey is fielding - use the All Response or Non-Response downloads to track down who has or hasn't responded yet! The All Contacts download will give you everyone you've included this round.

After the survey closes, the PDF reports at the top are incredibly helpful when sharing the results!



Summary Report

Survey Results Summary for Staffing - Demo

This report was prepared and independently validated by Inavero on Feb 23, 2017 3:23 PM and is based on survey data from Jul 1, 2015 to Jul 31, 2015.



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SURVEY RESULTS OVERVIEW FOR YOUR CLIENT SURVEY
Staffing - Demo

How You Compare

	YOU	STAFFING INDUS AVERAGE
Net Promoter Score (NPS)	67.9%	4.0%
Response Rate	37.3%	--
Promoters (9-10's)	82.1%	29.0%
Passives (7-8's)	3.6%	45.0%
Detractors (0-6's)	14.3%	25.0%
Average	8.8	7.4
Surveys Completed	56	--
Surveys Sent	150	

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SURVEY RESULTS SUMMARY FOR YOUR CLIENT SURVEY
Staffing - Demo

Individual Responses

NPS	Contact	Survey Response
1	Bill Bush Studebaker bill.bush@inavero.com Units/Tags: Staffing - Demo, Florida, Orlando, FL, Andy Bernard, Beverage Industry	<i>What is the primary reason behind the rating you provided? This was my first experience with this, so I am not sure.</i> <i>What is one thing we could be doing differently to increase the value of our services to you? It takes you on average three days to get back to me.</i> Completed on Jul 4, 2015
New Detractor		
10	Bill Nixon Enron bill.nixon@inavero.com Units/Tags: Staffing - Demo, Virginia, Alexandria, VA, Angela Martin, Automotive	<i>What is the primary reason behind the rating you provided? Outstanding service and value.</i> <i>What is one thing we could be doing differently to increase the value of our services to you? Great team to work with - highly professional.</i> Completed on Jul 4, 2015
3	James Johnson Enron james.johnson@inavero.com Units/Tags: Staffing - Demo, Florida, Pensacola, FL, Jim Halpert, Nonprofit	<i>What is the primary reason behind the rating you provided? Service and results are really bad.</i> <i>What is one thing we could be doing differently to increase the value of our services to you? Because I have shared with you the frustrations of implementing the program twice and have not had any follow up to the concerns and comments.</i> Completed on Jul 4, 2015
10	Bess Clinton Napster bess.clinton@inavero.com Units/Tags: Staffing - Demo, Virginia, Alexandria, VA, Nellie Bertram, Life Sciences	<i>What is the primary reason behind the rating you provided? Timely response and availability to meet our needs.</i> <i>What is one thing we could be doing differently to increase the value of our services to you? Everyone is always helpful and truthful in their efforts and information. I always walk away or actually get off the phone feeling like the things have been resolved.</i> Completed on Jul 4, 2015

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Email Notifications

Emails sent from the Dashboard to
keep your team up to speed

Shout Out Notification


Promoters (9's and 10's) are given the opportunity to recognize someone internally at your company who went above and beyond for them. An email alert will be sent to you with that information.

Shout Out for Liz Brown from Lauren Birtwhistle at Inavero Inbox x 



Inavero

to liz.brown, lauren.birtwhi., me 

12/30/13 (8 days ago) 



Congratulations, Liz Brown!

Lauren Birtwhistle (lauren.birtwhistle@inavero.com) from **Inavero** gave Liz Brown the following shout out:

**She helped me with the contact list
and even sent a Starbucks card
and handwritten note!**

Why am I getting this email?

Your account is configured to send an email every time a shoutout is received. To change this edit your Notification settings under the Account tab.

Detractor Email Response Notification

An email will be get sent with the complete survey response from any of your clients or talent that rate you a 0-6.

New Detractor Response!

Pat Clinton No Change

Reporting Units: Brand: NPS Demo
Company: Studebaker
Branch: Retail
Regional Manager: Dwight Schrute (Northwest)
Sales Manager: Oscar Martinez

Email: pat.clinton@inavero.com

Phone: 536-268-0315

Company: Studebaker

Tags: Size: 200 or higher

Based on your most recent experience, how likely is it that you would recommend NPS Demo to a friend or colleague?

4

What is the primary reason behind the rating you provided?
testing issue resolution

What is one thing we could be doing differently to increase the value of our services to you?
No Response Provided

Choose a resolution after following up:

[Resolution in Progress](#) | [Can't Resolve](#) | [Not an Issue](#) | [Resolved](#) | [Escalate](#)

Managing Notifications

My Account

Signed into Staffing - Demo

System Notifications My Account Help Sign Out

myinavero






Schedule Surveys Contacts Manage My Issues

Staffing - Demo Summary

This is an overview of your satisfaction metrics across all surveys for Staffing - Demo. You can view detailed metrics by clicking on a single survey below.

Client

Historical Reports

Quarterly Survey 4 Jul 1, 2015 - Jul 31, 2015		NPS: 67.9% RR: 37.3%	View Results >
Quarterly Survey 3 Apr 2, 2015 - Apr 7, 2015		NPS: 50% RR: 28%	View Results >
Quarterly Survey 2 Jan 2, 2015 - Jan 7, 2015		NPS: 75% RR: 18.7%	View Results >
Quarterly Survey 1 Oct 4, 2014 - Oct 9, 2014		NPS: 21.4% RR: 9.3%	View Results >
Lifetime Average		NPS: 59.3% RR: 23.3%	

Internal Survey Announcement
Communicate the plan to your team with this template.

External Survey Announcement
A simple email script that you can send to your survey recipients prior to the survey launch.

How to Update Bounced Email Addresses
Download and update your bounced email list.

How to Handle Unhappy Clients
Best practices to use when following up with detractors, including 5 helpful tips.

How to Get a Higher Response Rate
Sample scripts you can use when reaching out to non-responders.

How to Download your Non-Response list
How to download your current non-response list.

2-1-1 Follow Up Template
Email template we can send to everyone you asked to participate in the survey.

Click “My Account” in the upper right hand.



- Quick Links**
- ▶ [Personal Information](#)
 - ▶ [Reporting Structure Access](#)
 - ▶ [Notifications](#)

Bridget Harper / My Account

Personal Information

FIRST NAME

Bridget

LAST NAME

Harper

EMAIL ADDRESS

bridget.harper+testaccountdemo@inavero.com

TITLE

PHONE

MAILING ADDRESS

CURRENT PASSWORD

NEW PASSWORD

REPEAT NEW PASSWORD

Update Password

Reset Password

Copy Password Reset Link

Create Reset Link

Save Information

Choose the amount of emails you receive! Do you want only Detractors (0-6)? Or would you prefer to receive an email on every response? (0-10)

Reporting Structure Access

Notifications

[Set Globally](#) [Set Individually](#)

Responses

Alert me when respondent...

- ☒ Answers the NPS question between Don't Know and 10
- ☒ Provides an **N/A** answer
- ☒ Provides a **shout out**

Issues

Alert me when...

- ☒ An issue is **escalated**
- ☒ An issue is **changed**



Questions?



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