Customer Satisfaction Survey mApp

The T4S Customer Satisfaction Survey V2.1 mergeable application (mApp) provides functionality that allows you to use Survey features such as various question and answer types, Automation Processes, One-Steps, Expressions, Search Groups, Widgets, and a Dashboard. This mApp allows Users to create interactive Customer Surveys. The T4S Customer Satisfaction Survey integrates with Cherwell Service Management (CSM) so that you can incorporate the surveys into your system.

How the mApp Works

T4S provides the Customer Satisfaction Survey V2.1 as a mApp so that Users can easily unify all aspects of the Survey Template process with their existing CSM system. After the mApp is applied, a new Survey Template major object is available in the system. Users can use the Survey Template in the same way as other CSM processes. Access the Survey Template Form by clicking File>New>New Survey Template in the CSM Desktop Client, or configure the Survey Template Business Object by clicking Create New Blueprint>SurveyTemplate>Edit Business Object in CSM Administrator.

Once the mApp is applied, users can create a new default Survey Template to add questions using several options including multiple choice, true/false, short answer, rating scales with numbers or stars, etc. Choose whether to apply a score to the answers and whether to make each question required. Once the mApp is published, links to the portal survey will be emailed to each requestor after the incident or service request is closed as long as they have not completed a survey in the last 3 months.

Administrators can customize all aspects of the survey to suit the business needs.

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What's Included

The Customer Satisfaction Survey mApp includes the following items:

Business Object	Survey, Survey Element, Survey Question, Survey Response, Survey Template, Survey Template Status, Survey Type
Automation Process	Incident -Send Survey
Custom View	Portal Default View for Incident, Portal Default View for Survey Element
Dashboard	Survey Dashboard
Metric Value	Survey Scores
Others	One-Steps, Stored Queries, Stored Values, Stored Expressions, Widgets

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Steps to apply and use the mApp

1. Download the mApp from the mApp Exchange.
2. Apply the mApp using the Apply mApp wizard in CSM Administrator
3. Open the CSM Desktop Client. Create a new default Survey Template, add questions and add a Completion Action.
4. Publish the survey
5. Make the survey the default.
6. Create an incident, resolve and close it.
7. An email will be sent with a link to the portal.
8. When the email is received, the requestor can click the link, login and take the survey.

Should you need professional services help installing the mApp, please contact T4S at info@t4spartners.com or the number below.

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T4S Partners was founded to help our clients drive growth by effectively connecting systems, processes, people and insight. We can help you create compelling new customer solutions, optimize your IT organization and assets, and transform enterprise service management into a competitive advantage. **T4S Partners consultants have helped some of the most recognizable brands in business achieve extraordinary results. Let's talk about how T4S can help you!**

T4S Partners offers a complete set of consulting, system integration and managed services:

Advisory – T4S can help you design innovative business solutions that provide competitive differentiation, streamline your business processes, optimize your application portfolio or improve approach with a pragmatic focus on early results, automation, business continuity and manageability.

Cloud Dev – Our Cloud Development experts can help you take advantage of the latest developments in DevOps, mobile and cloud technologies to create compelling new business solutions or modernize mission-critical legacy applications to meet your future business needs. Our skilled team includes business process experts, application and technical architects, user experience designers, application developers, project managers and testing experts.

Service Management – T4S Partners leverages the *Cherwell Service Management* platform to offer a compelling value proposition for our clients. Our *Proactive Service Management* templates and content to help you can gain early business value from your *Cherwell* implementation. The *T4S Integration Fabric*[SM] for Cherwell provides out of the box integration for third-party technologies including SAP, Firescope, Bomgar, ScienceLogic, NetSuite and Microsoft Azure. We also offer development services to integrate your in-house or other third-party systems with Cherwell along with Virtual Support Services to upgrade, extend or manage your Cherwell environments.

Business Productivity – Unified communications applications such as Microsoft Office365 and Skype for Business simplify the way your team communicates, collaborates, finds information and shares expertise, whenever they want and wherever they are located. T4S experts can help you migrate efficiently to O365 without compromising the security of your company's data. We also offer Virtual Support Services for Office365 environments.

T4S was founded to leverage our Tier 1 capabilities and experience to deliver state-of-the-art business and IT solutions at a price point that rivals regional and global firms. We recognize that quality and execution are the foundation for building long-term, value-driven relationships with our clients. We stake our reputation on delivery excellence, technology innovation, and collaboration with your business and technical staff.

T4S is a rapidly-growing company headquartered in Denver, Colorado with sales offices and technical resources around the country. Our message and mission are resonating with the market and we are honored that our clients are helping us grow and expand. If you would like to learn more about how we can help you, please contact us at info@t4spartners.com.