



SmartFeedback Recommended Reports

It is recommended to customers of SmartFeedback that at least the following reports be extracted from the system in order to enjoy the benefits of analysing the data contained in the database.

Weekly:

- Printout of all questionnaires from the previous month with a rating of less than 50%.
- List of all comments by provider for each department from the previous month, and note the following items in particular:
 - Positive and negative comments
 - Those services with the most comments
 - Are there a significant number of negative comments for any one location that needs immediate attention?
 - Do any comments need following up with the guest?
- Questionnaire Statistic Report by provider for the past week for all departments together and for each department separately.
- % Success By Providers bar chart for Questionnaires for the past week by provider.

Monthly:

- Questionnaire Statistic Report by provider for the past month for all departments together and for each department separately.
- % Success By Providers bar chart for Questionnaires for the past month.
- % Success Monthly bar chart for Questionnaires for the past three months for all departments together and for each department separately.
- Quantity Monthly bar chart for Comments for the past three months for all departments together and for each department separately. Choose side view for a better depiction.
- Comments events distribution pie chart for the past month for each department analysing Good and Poor comments separately.

Quarterly:

- Full JAYBEE analysis. Send your database to us and we will submit a PowerPoint Presentation with our analysis and observations.