TRAINING GUIDE

Citizen Feedback Survey

Configuring Request Feedback

Request feedback lets you have Lucity send your customers a feedback survey when a request is completed. We provide a default survey format, and a default survey question and answer. The look of the survey and the look of the email that is sent can be customized by someone with javascript and html experience.

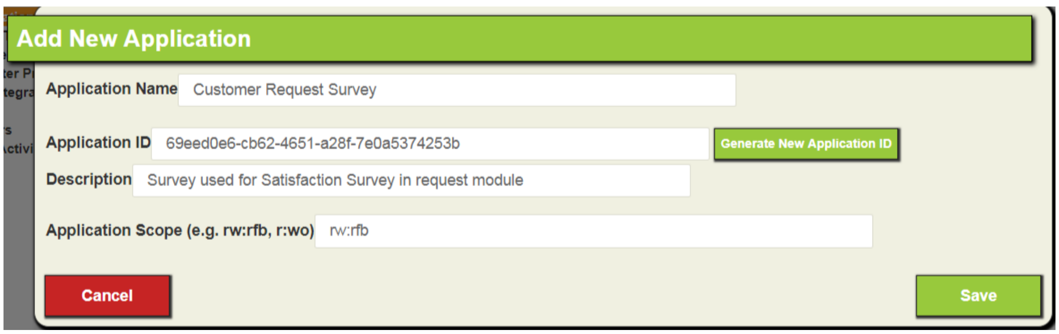
Contents

Required software components installed:

- Lucity Web (and its required components)
- Lucity Citizen Portal
- Lucity Citizen Portal RESTAPI (This must be accessible to the server where the Lucity Citizen Portal is installed. We recommend installing on same server as the Lucity Citizen Portal)

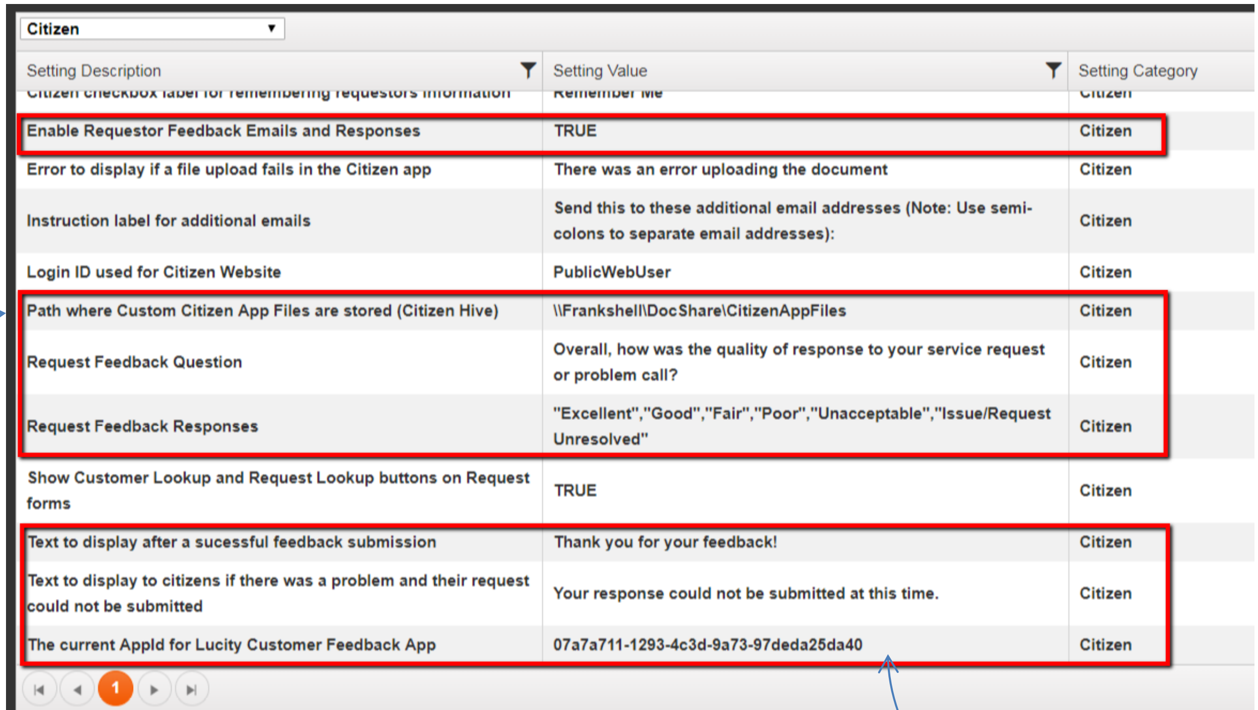
System Settings Setup

- Open Admin Portal
  - Web App Management
    - Client Applications
      - Add Application



      - Copy the Application ID (Will be needed to update the Feedback.js file)
      - Save
- In Admin Portal Go to Settings
  - System Settings
  - RESTAPI
    - Edit the URL for Citizen Portal REST API
      - Add a "/" to the end of the URL i.g. https://fshell.mylucity.net/LucityCitizenPortalRESTAPI/
  - Web Site
    - Edit the URL for Citizen Portal application
      - Add a "/" to the end of the URL i.g. https://fshell.mylucity.net/LucityCitizenPortal/

- Citizen
  - Ensure you have the following set to True and values for the Survey:



Citizen

Setting Description	Setting Value	Setting Category
Citizen checkbox label for remembering requestors information	Remember Me	Citizen
Enable Requestor Feedback Emails and Responses	TRUE	Citizen
Error to display if a file upload fails in the Citizen app	There was an error uploading the document	Citizen
Instruction label for additional emails	Send this to these additional email addresses (Note: Use semi-colons to separate email addresses):	Citizen
Login ID used for Citizen Website	PublicWebUser	Citizen
Path where Custom Citizen App Files are stored (Citizen Hive)	\\Frankshell\DocShare\CitizenAppFiles	Citizen
Request Feedback Question	Overall, how was the quality of response to your service request or problem call?	Citizen
Request Feedback Responses	"Excellent","Good","Fair","Poor","Unacceptable","Issue/Request Unresolved"	Citizen
Show Customer Lookup and Request Lookup buttons on Request forms	TRUE	Citizen
Text to display after a sucessful feedback submission	Thank you for your feedback!	Citizen
Text to display to citizens if there was a problem and their request could not be submitted	Your response could not be submitted at this time.	Citizen
The current AppId for Lucity Customer Feedback App	07a7a711-1293-4c3d-9a73-97deda25da40	Citizen

File Configuration:

- Update the Feedback.js file in the following location using Notepad:

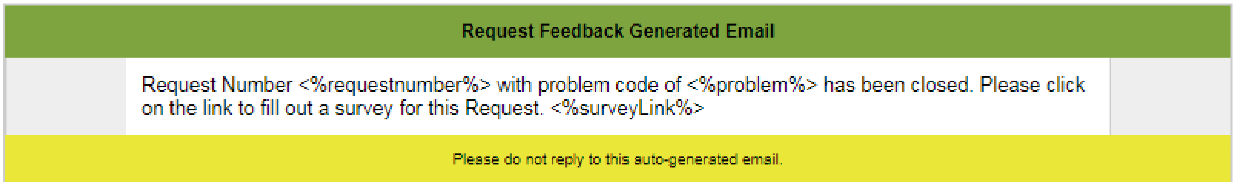
  C:\inetpub\wwwroot\LucityCitizenPortal\Custom\RequestFeedback

  // You must change the following to your own application ID!

  this.$http.defaults.headers.common.APPID = "b0151d46-9fb7-4f75-8e52-63eedc623523";

- Create a Folder in your Document Hive: i.g. CitizenAppFiles
- Copy and paste the RequestFeedback Folder, Citizenemail.html, and FeedbackSurveyEmail.html files from C:\inetpub\wwwroot\LucityCitizenPortal\Custom\
- Navigate to the server where your Document Hive folders are located.
  - Paste the RequestFeedback Folder, Citizenemail.html, and FeedbackSurveyEmail.html files from C:\inetpub\wwwroot\LucityCitizenPortal\Custom\
    To the CitizenAppFiles (DocHive) location
    i.g. C:\Frankshell-lt\LucityInstalls\2018R2\DocShare\CitizenAppFiles
- Recycle the Lucity Citizen Portal Application Pool and Restart the Lucity Services

You will need an email that gets sent to customers. We have a template you can use. It is called FeedbackSurveyEmail.html and looks like this:

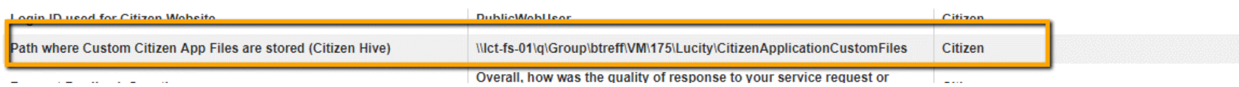

Request Feedback Generated Email

Request Number <%requestnumber%> with problem code of <%problem%> has been closed. Please click on the link to fill out a survey for this Request. <%surveyLink%>

Please do not reply to this auto-generated email.

You can change this email to meet your needs. There are 2 allowable fields which can be inserted into the email. The Request Number and the problem. The problem is a combination of the ProblemCode and ProblemText.

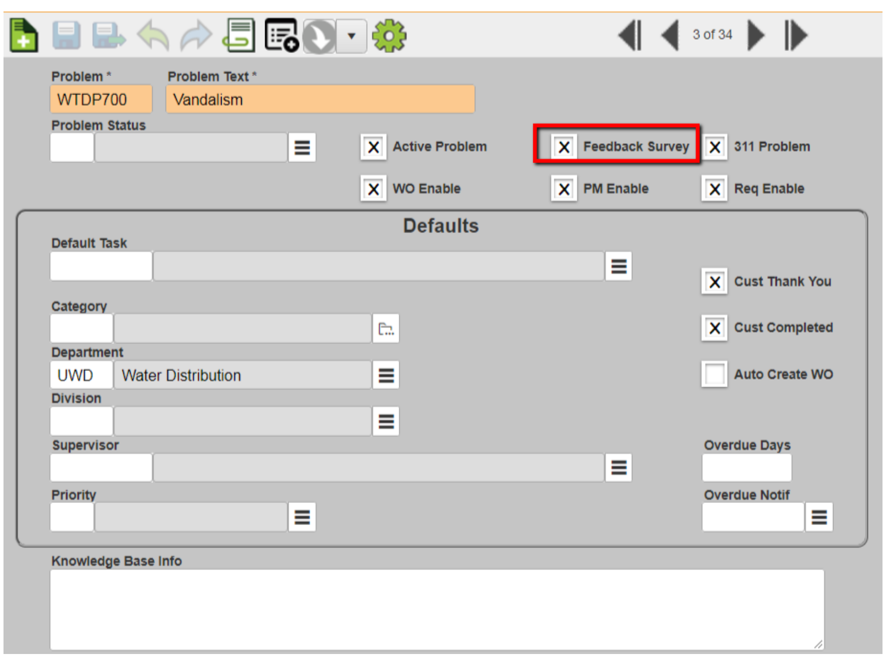
This email (FeedbackSurveyEmail.html) should be copied into the folder defined here:



Lucity will automatically copy down any files from the Citizen Hive folder and place them in the Citizen Portal Website for use with the Feedback survey.

Problem Setup

- Setup specific Work Problems that will send out the Survey.
  - Workflow Setup>> Problem Setup



Create Request

Either internal or external request will work. Looks at the Problem>> Feedback Survey option

Must have an email address.

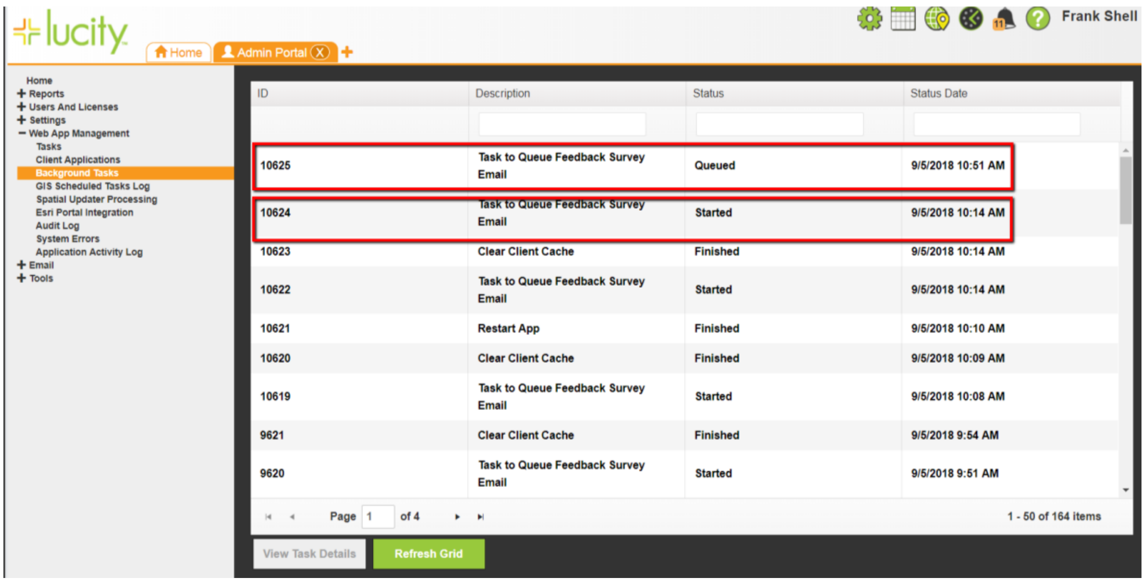
Create Work Order From The Request

Complete the Work Order and email is generated with survey.

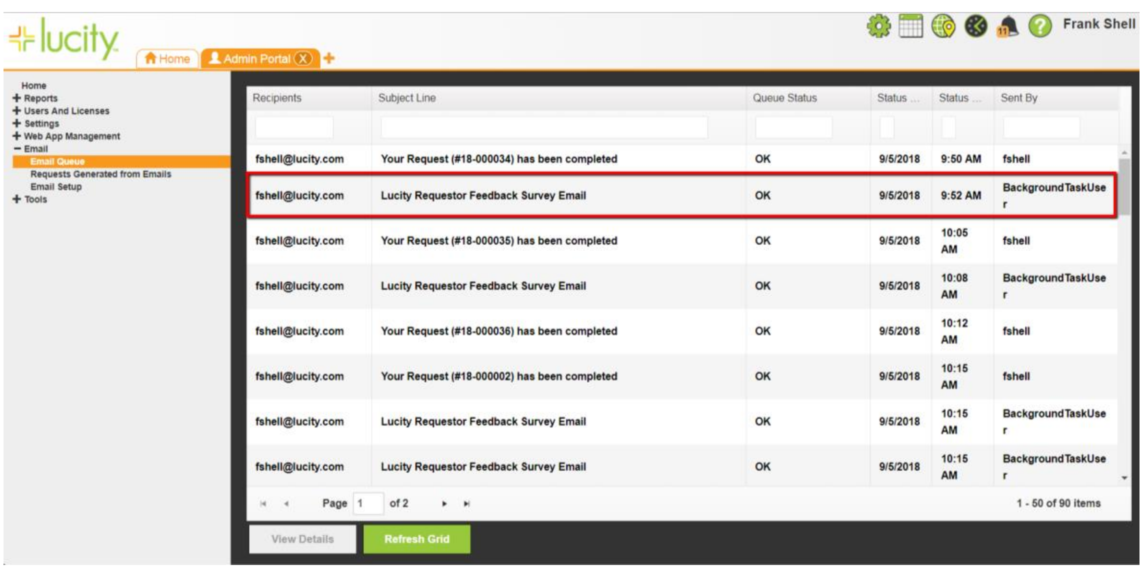
May take 5 minutes to generate the email with the survey.

View Status Of The Email In Admin Portal

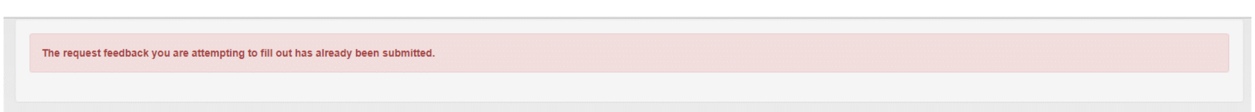
Web App Management>> Background Tasks



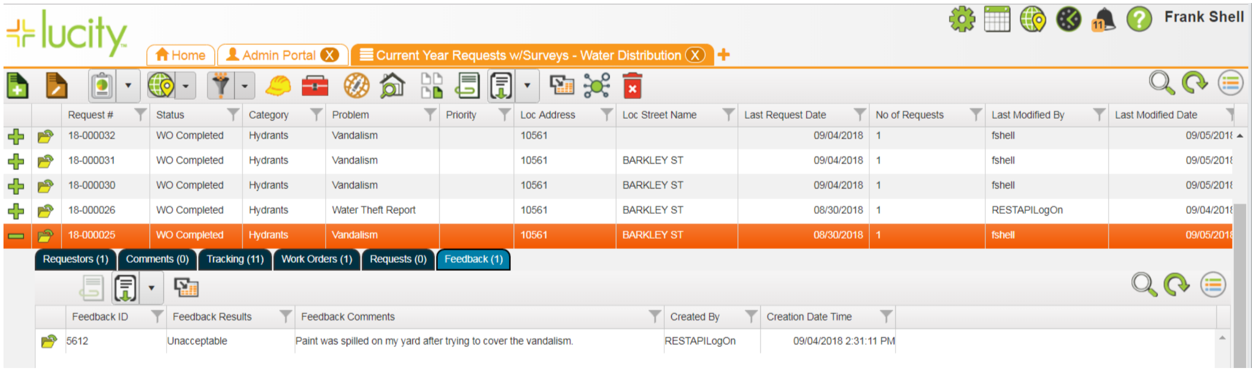
- Email>> Email Queue



- Once you submit the survey you can’t re-use the same survey link.



- The results will show up as a child of the request



- Every requestor on the request can fill out a survey.
- The best way to review aggregated survey results is with a report

Reports

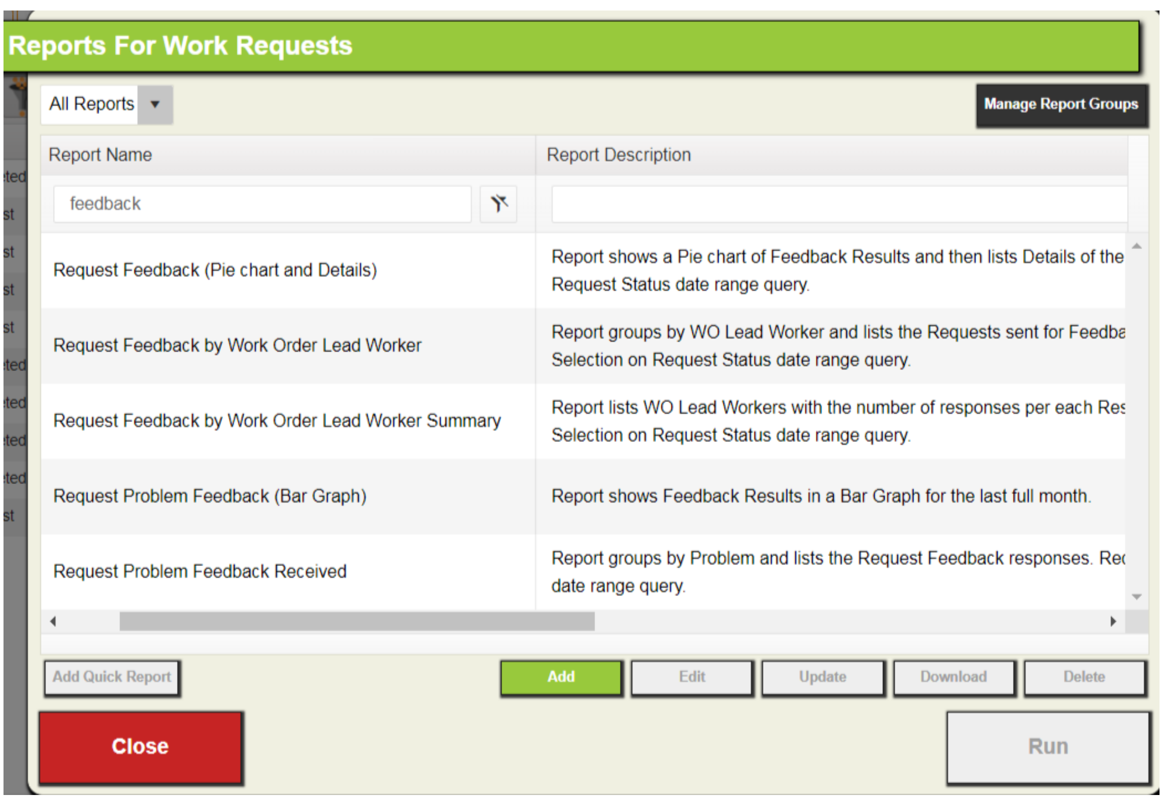
Request Feedback (Pie Chart with Details) –Date Range

Request Feedback by Work Order Lead Worker–Date Range

Request Feedback by Work Order Lead Worker Summary–Date Range

Request Problem Feedback Received –Date Range

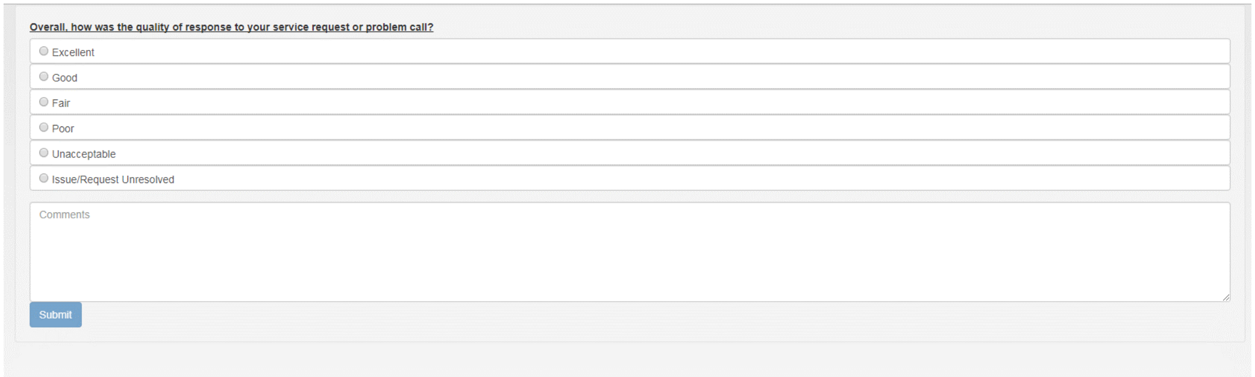
Request Problem Feedback (Bar Graph) No parameter page



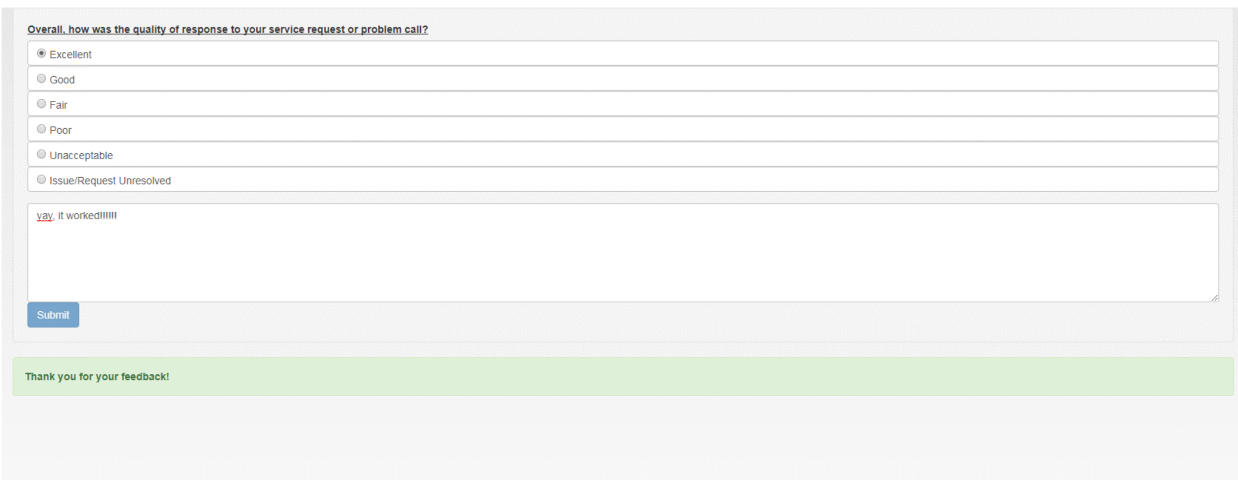
Customizing Look Of The Survey **NOT SHOWING HOW TO DO THIS.

You can change this if you have someone who has HTML and javascript experience.

This is what the user will see by default (you can change this if you have someone who has HTML and javascript experience:



This is what they see once they have entered it



Additional Notes:

Updating Feedback Files

Update the feedback files in the CitizenHive (not in the web directory). If you update the email template, you must restart the Lucity services for the change to be effective. If you update the files in the RequestFeedback folder, these files will automatically be pulled down once a day. To force the update, restart the Citizen Portal application from the Lucity Admin Portal Web App Management>>Tasks.