HappySignals

HappySignals Employee Experience

User Guide for Cherwell

Version 1.0

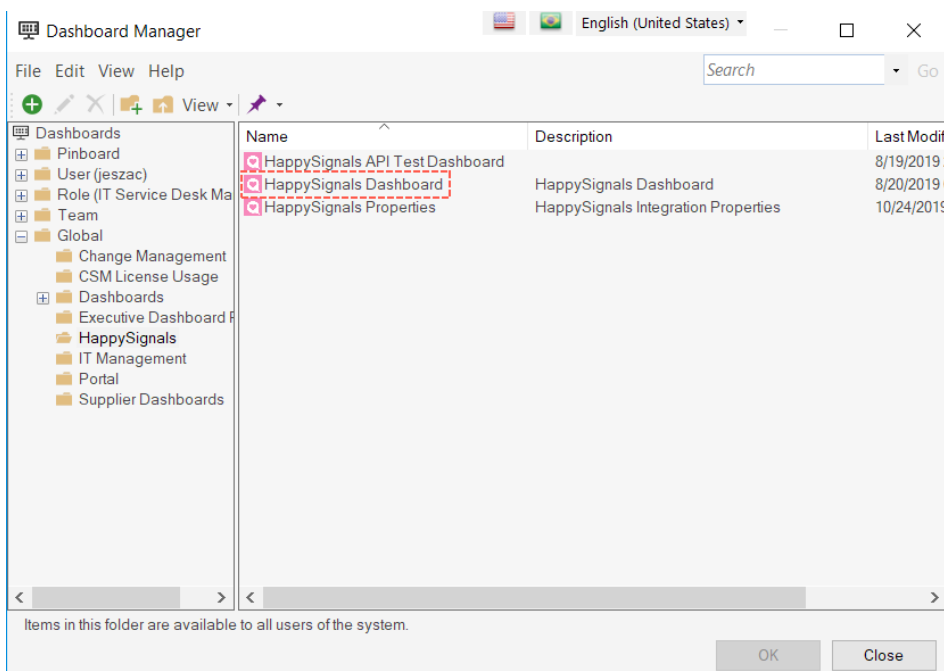## HappySignals

Overview

This guide describes the Cherwell functionality of the Happy Signals Integration. The intended audience is Agents and Managers in Cherwell.

HappySignals Employee Experience fully integrates to Cherwell with a 2-way API Integration. Survey workflow starts at Cherwell utilizing the resolve email notification. Survey answers are pulled back to Cherwell and inserted in data tables in HappySignals Feedback BusinessObject for further reporting and analysis. The Integration includes Dashboards for Agents / Managers & Admins including Integration settings and real-time follow-up on Agent specific and Overall Score statistics.

HappySignals Integration Solution for Cherwell is totally isolated from Cherwell workflows and only refers to data in the platform, i.e. user, customer and ticket related data.

HappySignals Dashboard

The main Happy Signals dashboard in Cherwell is normally found in the Dashboard Manager under the Global Scope and in the Happy Signals folder. (may have been moved by your admin).
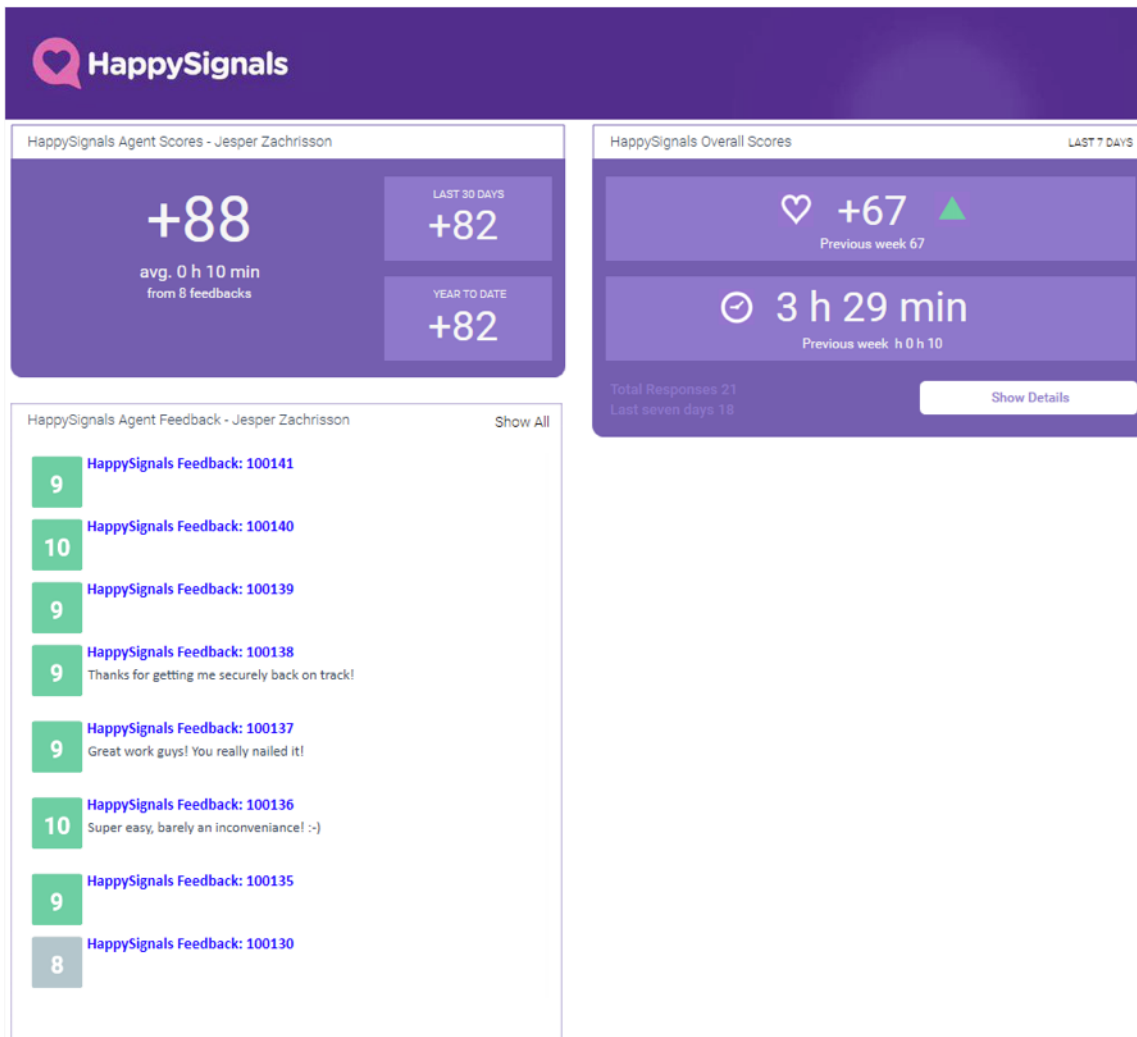
HappySignals Agent Scores

This is your personal score calculation and average customer interruption time on the feedbacks connected to the tickets you have resolved. The main widget shows your current score and average interruption time for the last 7 days, and the smaller widgets to the right show your score for the last 30 days and for the current year.

HappySignals Overall Scores

This is your overall score calculation and average customer lost work time on all the feedbacks for your entire organization. An indicator will show if the current value is an improvement in regard to the previous value. This part may not be visible to all Agents due to policy constraints within your organization.

HappySignals

HappySignals Agent Feedback

This is your personal list of feedbacks for your resolved tickets within the last 7 days. You can click on the feedback link (blue) to enter the details of that specific feedback. You can also click 'Show All' to get to the list of feedbacks for all your resolved Incidents and Service Requests.

Feedback Details

The details show the detailed information regarding a specific customer feedback.

HappySignals Feedback

The top of the feedback details shows the number, back navigation and - most importantly - the vote score. If there is a customer comment and reported lost time, it will also show here.

Parent Record Details

This information is connected to the Cherwell ticket from where the feedback is originated. You will most likely recognise this information from your normal ticket view. However, the Record ID may be disclosed for Agents due to policy constraints within your organization.

Assignment Details

This information is also connected to the Cherwell ticket from where the feedback is originated. It shows what team and agent was the owner of the ticket on resolve.

Customer Details

The Customer Profile from Happy Signals will show if the Customer on the ticket has been classified as a prioritizer, doer, supported or trier. This section may also show the customer name on the ticket. However, the customer name may be disclosed for Agents due to policy constraints within your organization.