

DOWNLOADING REPORTS FROM THE DASHBOARD

Most Helpful Dashboard Reports

There are over a dozen different reports that are available for download. Here we will highlight the most commonly used reports and some details when they are most helpful!

Navigating to the reports



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 <i>Jul 1, 2015 - Jul 31, 2015</i>		NPS: 67.9% RR: 37.3%	View Results >
Quarterly Survey 3 <i>Apr 2, 2015 - Apr 7, 2015</i>		NPS: 50% RR: 28%	View Results >
Quarterly Survey 2 <i>Jan 2, 2015 - Jan 7, 2015</i>		NPS: 75% RR: 18.7%	View Results >

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.

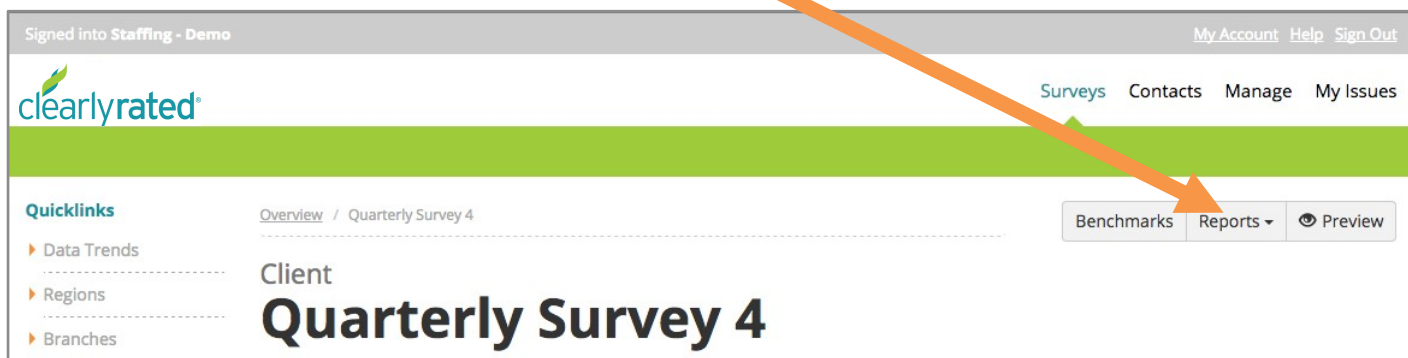
How to Update Bounced Email Addresses
Download and update your bounced email list.

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

Login to the Dashboard and select the most recent survey.

Reports are accessible within the “Reports” dropdown in the upper right hand corner.



Signed into Staffing - Demo [My Account](#) [Help](#) [Sign Out](#)

clearlyrated [Surveys](#) [Contacts](#) [Manage](#) [My Issues](#)

Quicklinks

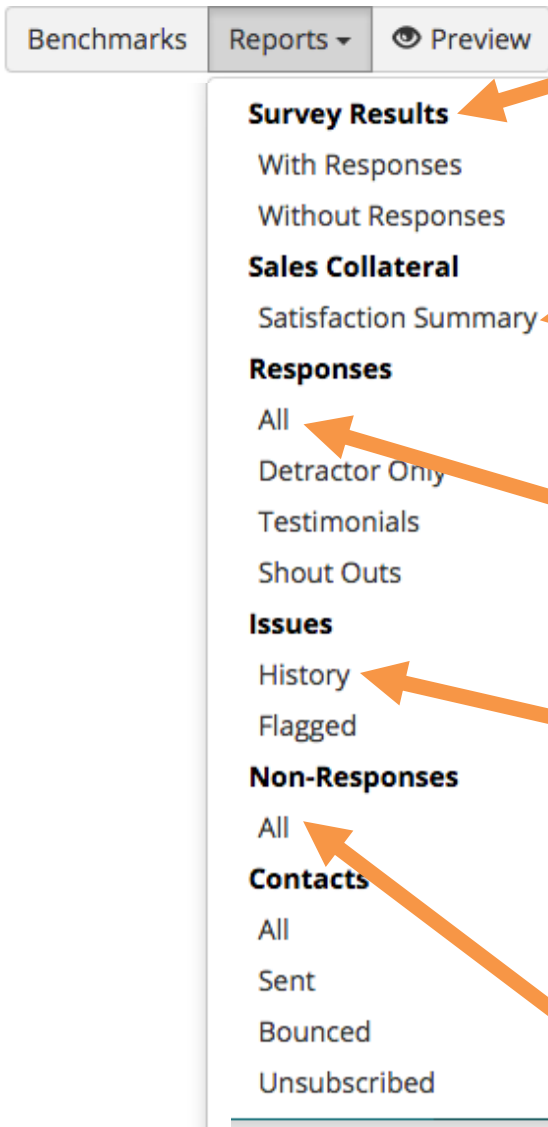
- ▶ Data Trends
- ▶ Regions
- ▶ Branches

[Overview](#) / Quarterly Survey 4

Client **Quarterly Survey 4**

[Benchmarks](#) [Reports ▾](#) [Preview](#)

Your Reporting Options



Survey Results (PDF):

Use this report when sharing results and updates with your team. It pulls your current data into a ready-to-print format. It compares your data to industry benchmarks, your NPS Driver results and NPS by each segment. You can download this report with or without responses.

Satisfaction Summary (PDF):

A ready-to-print PDF report that is intended to share with clients (new and existing) and internal employees. It displays your Brand/ Region/Office (anything you're filtered on) information compared to the industry, explains NPS and highlights your promoters.

All Responses Report (Excel):

Utilize this report when you are looking to filter on several segments or quickly share overall responses in a raw format. It's not the prettiest - but it is super useful!

Issues (Excel):

These reports are ideal for managing your issue resolution process. Download the History report to view all issues that have been created. You can view the current:

- Status (Open/Closed)
- Resolution (Resolution in Progress/Not an Issue/Resolved/etc.)
- Date it was last updated
- Who it was last updated by
- Any notes on the issue

Non-Responses (Excel):

As your survey is in the field, find out who hasn't responded. Heck, you can even track down their unique survey link and send it out!