

QUESTBACK ESSENTIALS SPRING 2020 RELEASE

PART #2



LONDON/OSLO, MAY 2020 (V35.2)



DESIGN – import / re-use questions (= your question bank)

IMPORT QUESTIONS

With "import questions" from Quest, you can copy and re-use any questions from any already existing quests you have access to in the overview below; you have the options to preview, filter, sort or search for the Quest from where you would like to copy and re-use one or several questions. For more details, see our FAQ about how to work with "import questions".

All Quests: All Quest types

NAME	QUESTIONS	OWNER	LAST MODIFIED
Nursery school User survey	3		
Customer satisfaction	15		
Customer satisfaction Availability	2		
Member survey - Information	18		
Welcome survey for new members	18		
Election Ballot paper	1		
Course exercise: Employee survey	6		
Evaluation of service	1		
Event survey for exhibitors	9		

Would you like to import questions from a Quest?

From Quest
 From file

From Quest
Import questions from a Quest allows you to copy and re-use one or several questions from any Quests you have access to. This copy process covers the properties, settings and translations, while any routing conditions in the copied questions will not be included.

IMPORT QUESTIONS

EMPLOYEE ENGAGEMENT SURVEY

English

6 selected - Clear selection

- WORKING FOR QUESTBACK
- QUESTBACK'S VISION, MISSION AND SHARED VALUES
- SENIOR MANAGEMENT
- MY MANAGER
- COMMUNICATION
- CHANGE MANAGEMENT

What do we do particularly well at QUESTBACK?
 What single change would do most to help QUESTBACK improve as a business?
 How long have you worked at QUESTBACK?
 Do you have direct reports/are you a manager?
 Which area do you work in?
 Which Department do you work in?
 Any further comments?
 Month

WORKING FOR QUESTBACK
To what extent do you agree or disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am proud to work for QUESTBACK	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I intend to still be working in this organisation in 12 months time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident about the future of QUESTBACK	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Where I work, poor performance is addressed effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend QUESTBACK as a great place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QUESTBACK'S VISION, MISSION AND SHARED VALUES
To what extent do you agree or disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am encouraged to suggest new ideas to improve the way we do things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have enough information about QUESTBACK's business plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Open Answer Long
Single Select Vertical

PREVIOUS **ADD**

WHY

We aim to provide a feedback solution that allows our customers to work efficiently.

Re-using previous work and benefiting from shortcuts are a crucial element in survey design, and so are seamless ways to import content from external sources, to process and use in Questback Essentials.

WHAT

Our brand-new option to **RE-USE and IMPORT QUESTIONS** features:

- NEW: re-use and copy selected questions from existing surveys, to seamlessly import and add them to a new survey. The wizard includes smart search and sort functions, to easily find the quest or template from where to copy and import from.
 - ✓ *TIP: create your own surveys with questions you would like to re-use yourself or share with other users, and use them as your question bank!*
- NEW: option to import questions pre-formatted in Excel directly as file.
- IMPROVED: option to imported pre-formatted questions via copy/paste.

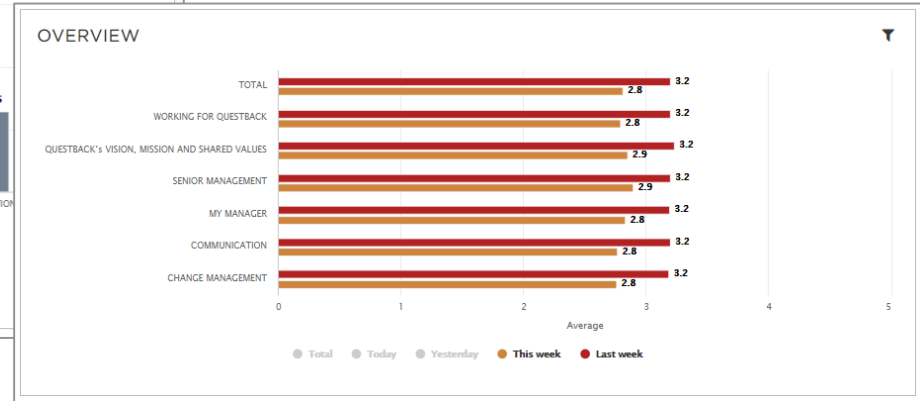
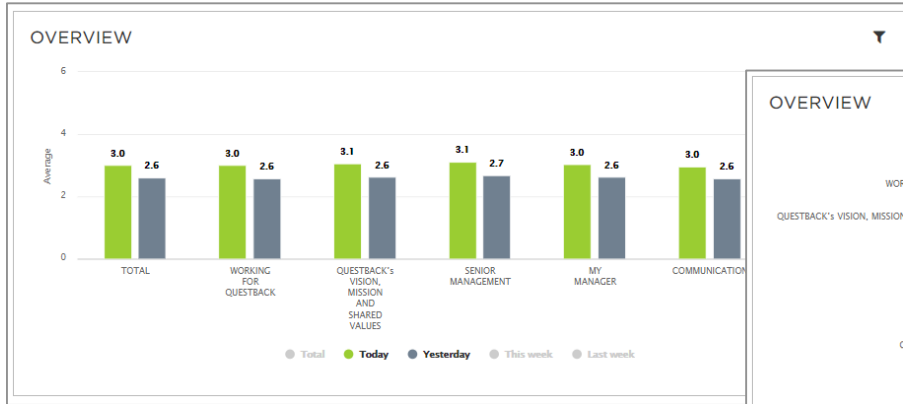
BENEFITS

- Efficiency gains, with shortcuts and time saved when designing survey.
- Improved team work, by sharing best-practice questions with colleagues.
- Better feedback and more insights, with consistent best-practice questions.
- Seamless import options, via file and copy/paste.





REPORTING – trend analysis with more interval filters



WHY

We aim to provide a feedback solution that allows our customers to get instant insights.

Questback Essentials is all about always listing and being continuously open for feedback. This allows to monitor developments over time and to see trends at an early stage, to act quickly!

WHAT

To support instant analysis and trend analysis, we added the following **NEW/ROLLING INTERVAL FILTERS**:

- YESTERDAY, as counter part to today
- LAST WEEK, as counter part to this week
- LAST MONTH, as counter part to this month
- LAST QUARTER, as counter part to this quarter
- LAST YEAR, as counter part to this year

BENEFITS

- Efficiency gains, with shortcuts and time saved with reporting and analysis.
- Instant trend analysis, with matching pairs of interval filters.
- Rolling analysis, no need to update report settings
- More insights



EXPORTS – better charts and quicker access to all raw data

EXPORT REPORT X

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Summarized reports

PowerPoint (.pptx)

Raw data output

Text (.CSV)

Report metadata

Excel (.xlsx)

All answer forms

Word (.docx)

1. WORKING FOR QUESTBACK

6. MY MANAGER

Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My manager gives me the authority I need to do my job well (N = 300)	20.3%	22.7%	21.0%	17.3%	18.7%
I believe that my manager consistently models QUESTBACK's values through his/her personal behaviour and management style (N = 300)	23.3%	19.7%	18.3%	17.0%	21.7%
My manager helps me to develop the skills I need to do my job well (N = 300)	20.3%	18.3%	24.7%	16.7%	20.0%
My manager sets me clear priorities in my work (N = 300)	16.7%	23.0%	21.0%	16.3%	23.0%
My manager recognizes and acknowledges when I have done my job well (N = 300)	21.0%	19.3%	20.3%	19.0%	20.3%
My manager is always available when I need them (N = 300)	23.0%	15.3%	16.7%	23.0%	22.0%

EXPORT REPORT X

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Export Settings

Delivery method:

- Send report as e-mail attachment
- Send report as download link (secure)

To:

Includes:

- Display e-mail / mobile number
- Include all questions

Split: Split multiselect to one column for each value

Data values:

Filters

With raw data output and all answer forms, the export file will not include any filters currently applied to the individual question(s) in the report. To apply filter to your export of raw data or all answer, you will need to select a saved filter with the option "Override Filters" below.

Override Filters

WHY

While we aim to provide a feedback solution that allows access to insights online and in real-time, we acknowledge to many of our customer continue to prefer with exports.

Following our DIY principle with as much flexibility for our customers, we make all charts in exports editable, allowing full control to our customers.

WHAT

We improved and updated our chart components for all export formats but with focus on PowerPoint, to support a better look&feel and unlimited options for post-editing.

In addition, we improved the raw data export, and included the option "include all questions" in the export wizard, for customers not the miss any data when extracting them.

✓ *TIP: while we are continuing to support and improve a wide range of export options, we focus mainly on reporting that is **ONLINE** and **IN REAL-TIME**, for our users that work with it inside Essentials and for viewers of reports that are granted access to LiveReports. Check it out, especially the branding option, the dashboard-inspired single-page view and the interactive drilldown options for viewers!*

BENEFITS

- Full flexibility and control for post-editing of charts in exports
- Up-to-date chart components
- Easy one-click-check to include all data in raw data exports