



April 2006 Improvements to PeoplePulse – How They Impact You!

Overview:

Quinntessential has just completed its latest round of improvements to PeoplePulse to help you get even better value from your subscription and further cement our position as one of Australia's leading online survey tools.

This document is intended to summarise these enhancements and provide practical examples of how you can use them to your advantage.

If you would like to find out more about any of these enhancements, please feel free to contact Sogol Samadi on (02) 9232 0172, or current clients can refer to the latest version of the User Manual (Version 1.8).

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1: New Email Invite Tool

■ Description:

You can now send email invitations using the PeoplePulse Email Invite feature. This function allows you to send personalised, company branded survey invites out to as many as 2,500 recipients in one hit!

The Email Invite feature is very simple to use – all you need is a spreadsheet with your recipient's Email addresses and Names (for personalising the greeting line). The spreadsheet is then uploaded to PeoplePulse, and an invite template and “envelope” is created for your survey by specifying the name and email address of the sender, the subject line, and the body content of the email.

You can personalise the invite content as much as you wish, with PeoplePulse allowing you to upload up to 4 information fields about the recipient – i.e. First Name, Surname, Company, Position, etc. Invites can be sent in plain text, HTML format, or both.

The elnvoke feature also tracks who has not started or not completed your survey, allowing you to boost your response rates by easily sending Reminders out to those recipients.

28/03/06 - Send Invitation

Home > Live IRIS > Benchmark for NZ Industry (... > 28/03/06 - Send Invitation

From Name: *

From Email: *

Subject: * (substitution available)

Segment: (substitution available)

User ID: (substitution available)

Message Template: <-Please Select-> *

Message:

Substitution Text

%field_1%

%field_2%

%field_3%

%field_4%

Approved For Send: (Required to "OK" Message)

* Indicates Mandatory Field

Send Test Mail OK Cancel

■ Potential Uses:

The PeoplePulse Email Invite module is useful for sending out a larger number (30+) of personalised survey invites (eg. Dear John,) in one sitting and in one easy process. The invite can also be branded with your corporate identity if you wish. The feature allows you to easily send reminder emails to help increase response rates.

2: Custom Link Builder Feature

■ Description:

The Custom Link Builder feature can be used to pre-populate details about a recipient without ever having to ask those questions in the survey.

Upon the upload of those details in a CSV file, PeoplePulse will generate a customised survey link for each recipient and then populate this information into reports.

For example, information such as the branch the survey recipient dealt with, the Consultant that they dealt with, or the company they are from can be uploaded. This information is automatically built into the recipient's responses, so you can report on them, but you don't have to ask those questions from the recipient in the survey. This has the benefit of making the survey length shorter, and ensuring that accurate information has been included in reports straight from your database, rather than relying on recipients to enter it accurately or consistently.

This feature can be used on its own or in conjunction with the PeoplePulse eInvite feature, depending on the number of people the survey is going out to.

Example of uploaded spreadsheet:

Information for the invite:			Pre-entered information to appear in reports:		
e-mail	First name	Last name	Consultant	Branch	Company
john@test.com	John	Smith	Sue Terry	Sydney	Test Inc
mary@xyz.com	Mary	Jones	Al Farmer	Melbourne	XZY Pty Ltd

■ Potential Uses:

This feature is extremely useful when you want to send surveys to recipients that you already have information about, and don't want to ask them to reconfirm this information, but still want to be able to group and filter your results by this information.

For example, if you were to ask your current client: "Where do you work?", not only do you already know this information, but if you were to let them type their response into a free text field then the potential for misspelt words or more than one person from the same client entering a different response is high (eg. 'Westpac' VS 'Westpac Banking'). However, by receiving this information directly from your database, PeoplePulse can recognise matching entries and enable you to group and filter your results by this information – all without having to ask the respondent to enter it.

3: Selecting Date Ranges for Reports

■ Description:

You can now opt to set reports to only show respondents that answered between selected date ranges.

This can be done by clicking on the “Selected” option next to date range, and electing the dates you would like to see data for by clicking on the calendar ‘start date’ and ‘end date’ icons.

Overview Report
Home > Overview Report

The screenshot shows the 'Overview Report' interface. At the top, there is a breadcrumb trail 'Home > Overview Report'. Below this, there is a form with the following elements:

- IRIS:** A dropdown menu with the text 'Please Select IRIS....' and a downward arrow.
- Date Range:** Two radio buttons: 'All' (unselected) and 'Selected' (selected).
- Start Date:** A text input field with a calendar icon to its right.
- End Date:** A text input field with a calendar icon to its right.

A modal dialog box titled 'Calendar -- Web Page Dialog' is open over the date selection fields. The dialog shows a calendar for April 2006. The date '3' is highlighted in red. Below the calendar, there is a 'Time' field with three dropdown menus set to '23', '59', and '59'. To the right of the calendar, there is a 'Show Fields' button and the text 'IRIS only'. At the bottom right of the main interface, there is a 'Run Report' button with a question mark icon.

■ Potential Uses:

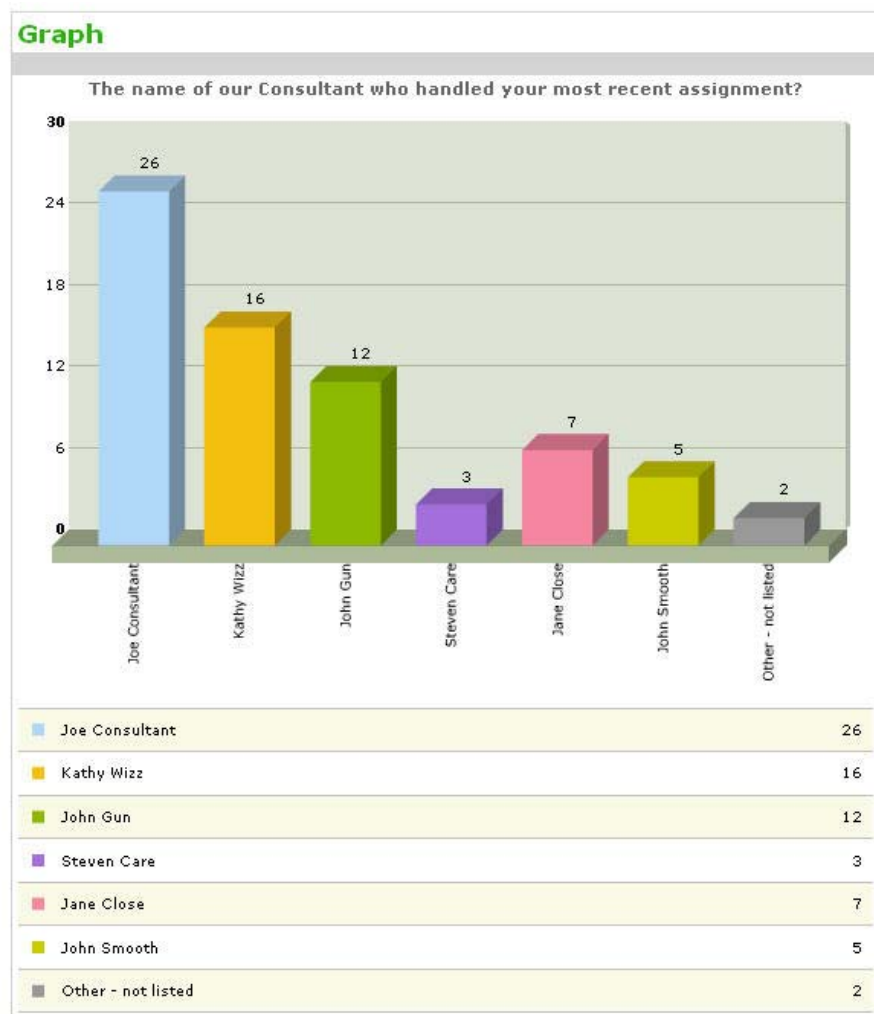
This feature allows you to easily report on results for a particular date range, rather than showing all results irrespective of when they were received.

For example, if you have an ongoing satisfaction survey, and you have recently made some changes to your services and would like to see whether it has improved the way your clients rate your services compared to the previous 6 month period, you can compare the results accordingly by generating reports for selected date ranges.

4: Report Graphing Enhancements

■ Description:

Custom charts and graphs can now be created in PeoplePulse's Overview Report by using the new Graphing Function. These graphs can be quickly generated in Macromedia Flash to offer you another visual display of your data besides the current bar graphs included next to the questions. This function has eight different graphs to choose from, including 2D and 3D column charts, bar charts, line charts, area charts, pie charts, and doughnut charts.



■ Potential Uses:

The new graphing function is useful for generating graphs quickly without having to export data into Excel or any other third party graphing package. The Graphs then can be pasted into Microsoft Word or PowerPoint for visual aids in presentations or reports.

5: Enhancements to Cross Tab Report

■ Description:

The Cross Tab report has now been updated to include percentage values as well as numerical values. You also now have the choice of including or excluding those who did not respond to the selected questions in the cross tab results.

		gender		
		Male	Female	Totals
Favourite fruit?	apple	3 (60.0%)	1 (20.0%)	4 (80.0%)
	banana	1 (20.0%)	0 (0.0%)	1 (20.0%)
	orange	0 (0.0%)	0 (0.0%)	0 (0.0%)
	Totals	4 (80.0%)	1 (20.0%)	5

■ Potential Uses:

The Cross Tab report allows you to cross tabulate the results for up to three questions in any one survey, and view numerical data, as well as percentage values, making it easier to analyse trends in your data.

6: Redirect Respondents to Your Website On Survey Completion

■ Description:

On the final 'thank you' page of your survey, you can now set it up so that the survey respondent will automatically be directed to a page on your website, within a specified timeframe (eg. 5 seconds after reaching the Thank You page).

■ Potential Uses:

This feature is great for promoting a new service by automatically directing respondents to that specific area of your website, or can be used to direct candidates to your job search page, etc. This feature also enables you to direct the respondent to a particular link without having to ask them to click on it.

7: Enhancements to the Sections List

■ Description:





















Improvements have been made to the Section List in order to make it more user friendly and faster to navigate around. Due to these enhancements, the page is now also quicker to upload and refresh.



The main Section List page now defaults to showing 10 sections per page to ensure fast upload, with the option of increasing the number of sections shown if you wish.


Multiple sections and page breaks can now be deleted simultaneously, and adding new sections in the correct order has become easier as you will be prompted to indicate where you want new sections to be added to (as opposed to automatically adding new sections to the end of the survey).

Each page break has also been chronologically numbered making it clearer for the user to identify sections and pages within the sections list.

STAFF: Cultural Vitality Survey - Edit IRIS
 Home > WIP IRIS > STAFF: Cultural Vitality Su...

Section Name (Click on text to edit section)	Type	# of Questions	Functions
<----- Page Break 1 (0 Branches)----->			
Identifiers	***	2	    <input type="checkbox"/>
General Satisfaction	***	5	    <input type="checkbox"/>
<----- Page Break 2 (0 Branches)----->			
Culture & Performance	***	5	    <input type="checkbox"/>
<----- Page Break 3 (0 Branches)----->			
Motivation	***	5	    <input type="checkbox"/>
<----- Page Break 4 (0 Branches)----->			
Management	***	9	    <input type="checkbox"/>
<----- Page Break 5 (0 Branches)----->			

Lines/page  Pages: [1], 2 Commands: 

NB: Changing tabs saves changes 

■ Potential Uses:

The new enhancements have made the process of building sections, questions, and pages more straightforward, ensuring that the survey-building process as a whole is both faster and more efficient.