

Key Benefits of Numara Track-It! Survey

- Justify decision making to management using quantitative data
- Increase certainty and avoid assumptions about customer expectations
- Target priority areas to assess and improve
- Increase end-user satisfaction by clearly identifying problems
- Pinpoint critical training needs
- Recognize and reward exemplary technicians
- Identify and reinforce best practices recommended by ITIL® and HDI®
- Create standards of excellence and benchmarks against high performance organizations

Numara Track-It! Survey

Evaluate End-User Satisfaction – Best Practice for Creating a High Performance IT Organization

An efficient and productive help desk is vital to maintaining and improving business operations while controlling overall infrastructure costs. With end-users' needs constantly changing as technology and business environments evolve, measuring customer feedback on an ongoing basis with help desk satisfaction surveys, provide the benchmarks you need to know – what IT users want, how well you are meeting their needs and when you might need to take corrective action to improve services, systems and communications.

Providing the ability to create and display customizable surveys or questionnaires, Numara® Track-It!® Survey evaluates critical success factors such as customer satisfaction, expectations and perceptions.

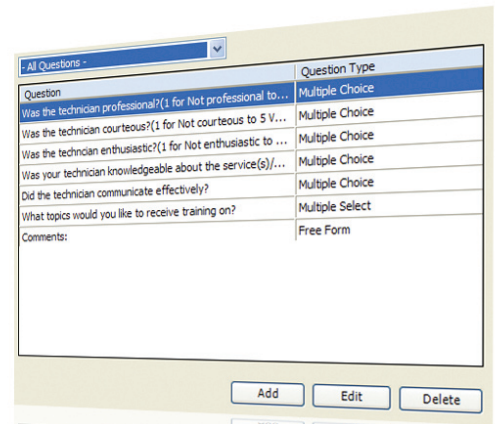
Make decisions with a higher level of certainty using information gathered from well-designed surveys. Drill down to the real issues and deliberately focus on attainable goals. Numara Track-It! Survey can assist in isolating pockets of weaknesses, help determine what issues to prioritize and which help desk processes may need to be streamlined, as well as, helping to prioritize training of help desk personnel.

Simple to Build or Edit a Survey

From the Numara Track-It! Survey Administration screen, the Administrator can create a library of questions, group questions from the library for quick access and build a library of custom surveys for different purposes. It's easy to revise, reorder and delete questions and surveys.

A default survey is included. The sample end-user satisfaction survey helps you measure the service levels provided by the help desk and the technician. The following questions are addressed:

- Was your issue resolved?
- Was your issue handled in a timely manner?
- Was the technician courteous?
- Was the technician knowledgeable?



Using Numara Track-It! Survey, create a library of multiple choice, multiple selection and open-ended questions. These are used to build your custom surveys.

For the End-User: Direct Link with One Click

We have included a mailer function that will automatically send an email to the end-user from Numara Track-It! each time a work order is completed (or based on a sampling of completed work orders). The system will prompt the end-user for a response to each question and subsequently store those responses in the Numara Track-It! database for further review and analysis.



Numara Track-It! Survey was designed with the end-user in mind. With just a few clicks, end-users will navigate the survey quickly and easily, increasing the number of responses.

Track-It! Add-On

Bonus: Cross-Functional Uses

Survey is a natural choice to strategically manage IT vendors and consultants. Survey can also be used by other groups throughout the company, such as Human Resources, to conduct general surveys to easily capture the data needed from employees to make better decisions everyday. We understand that everybody's survey needs are different, so we developed a flexible solution that adapts to your needs.

Feature Highlights

- Fully integrated into the Numara Track-It! Administration Console Tree
- Install in minutes
- Develop custom questionnaires or use the built-in template
- Automatic link to survey questionnaire
- Measure overall end-user satisfaction (compatible with Crystal Reports[®])
- Create a question library
- Store and collect valuable data
- Target surveys to a percentage of completed work orders
- Unlimited number of survey questions allowed
- Recognize ROI
- Conduct general surveys
- Survey logging

Prerequisites

- Numara Track-It!
- Microsoft[®] SQL Server[®] with full database management tools