

Appeals



Overview:

- Appeals (Question level change request)
 - More configurability than original CR

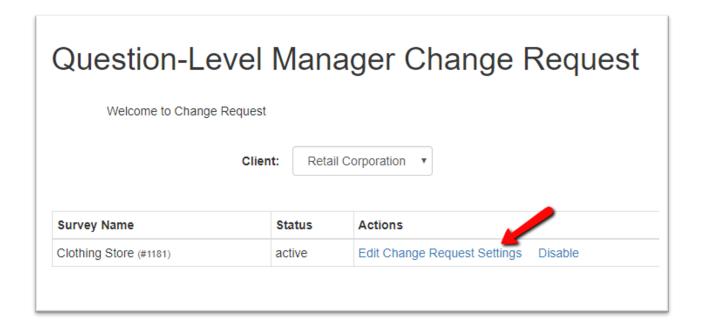


Initial Project Set up

- Enable Q-Level CR for client
- Enable for survey
- Define permissions/ notifications
- Define Q Eligibility
- Add CR Widget to Cham Shop View



Enable Appeals





Define Perms/Notifications

Location Manager (Level 1) District Manager (Level 2) Region Manager (Level 3) Client Supervisors	itial Owner*	Deseite Nedifications		urvey Settings							
District Manager (Level 2) Region Manager (Level 3) Client Supervisors		Receive Notifications	View/Discussion Access	User Type	User Access						
Region Manager (Level 3) Client Supervisors		•	€	Location Manager (Level 1)							
Client Supervisors	•	•	€	District Manager (Level 2)							
OF THE STATE OF TH	0			Region Manager (Level 3)							
Client Masters	n/a			Client Supervisors							
Offert Masters	n/a			Client Masters							
Additional managers	Additional managers										
SurfMerchants Master ▼ 🗶	0	•	€	SurfMerchants Master 🔻 🗶							
+ Add additional manager				+ Add additional manager							



Define Question Eligibility

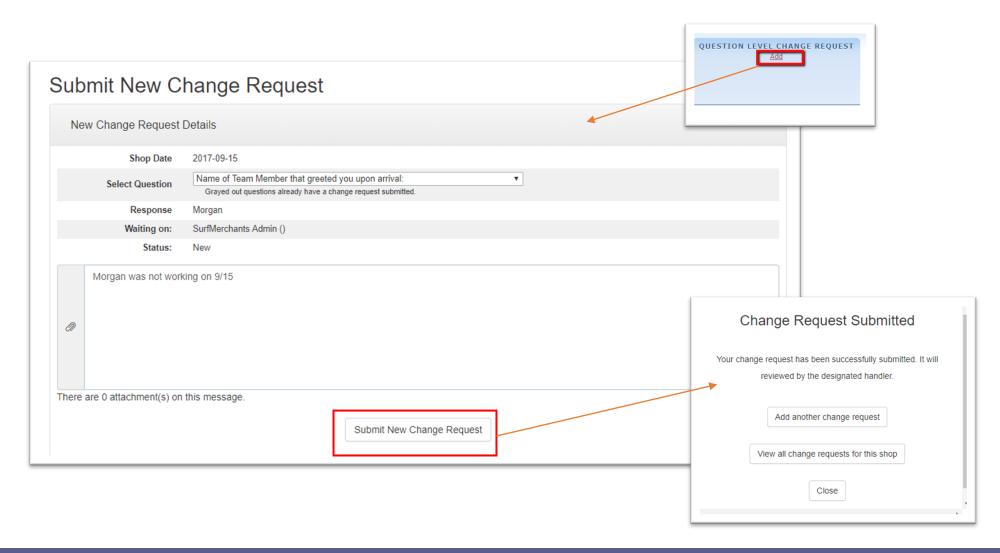
* All questions default to Eligible

Use this tool to define the Change Request eligibility of each question.

				FILTERS:	All Formats ▼	All Sections ▼
	Question Eligibility	QID	Question		Format	Sections
	Eligible ▼	1	Date shop performed		Date	
)	Eligible •	11	Did an associate greet you upon entering?		Yes - No	1: Greeting
)	Eligible ▼	41	Were you offered assistance?		Yes - No - N/A	2: Service
)	Eligible ▼	21	Were the fitting rooms clean?		Yes - No	2: Service
)	Eligible ▼	51	Were the restrooms clean?		Yes - No - N/A	2: Service
	Eligible ▼	31	Did the cashier?		Multi-Checkbox	3: Purchase
1	Eligible ▼	61	Please provide details about your visit:		Narrative	3: Purchase
	Eligible ▼	Appl	y Category to Selected Rows			
4	Go Back to Survey-Le	vel Cor	nfiguration		Save Progress H	Save and Finish 🏫

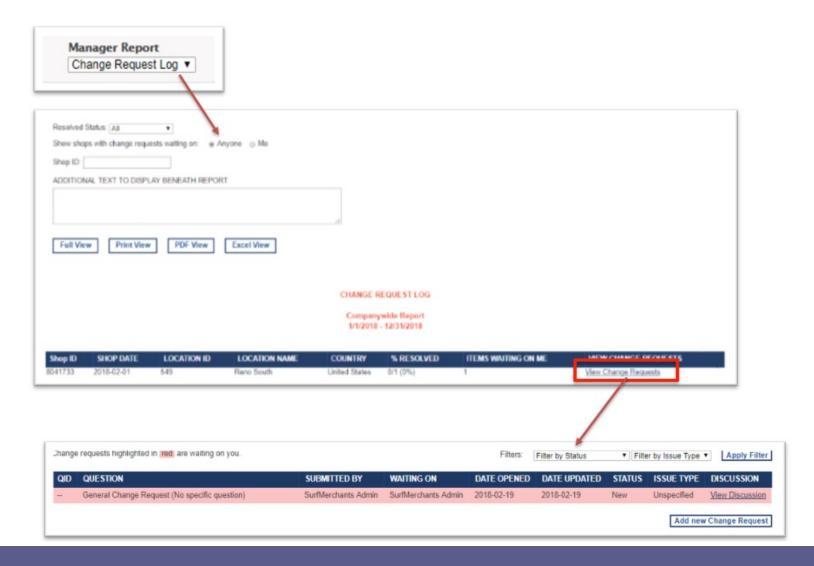


Submitting New CR



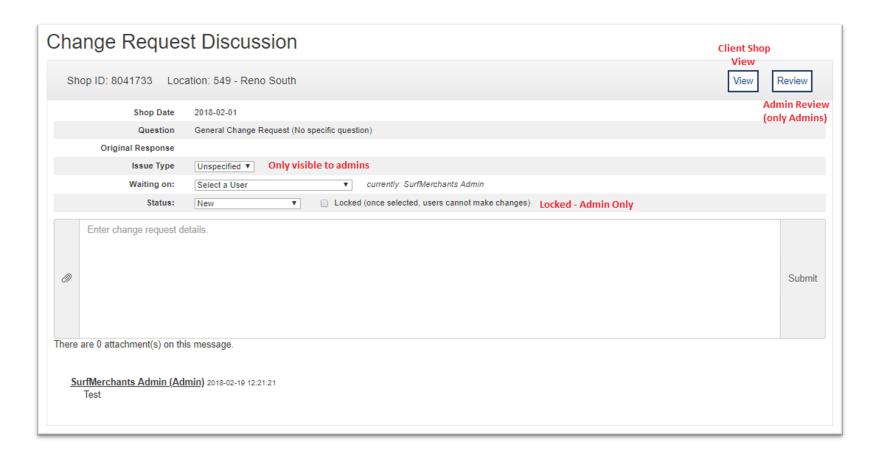


Reviewing CRs





Reviewing CRs Discussion





Please let Us Know If You Have Any Questions