

Customer Satisfaction

You can collect customer's feedback regarding their satisfaction of your service.

Go to HelpDesk Administration menu/ Customer Satisfaction Tab.

The screenshot shows the JIRA Administration interface. At the top, there is a search bar for JIRA admin. Below it, a navigation menu includes Applications, Projects, Issues, Add-ons, User management, System, CRM, and HelpDesk. The HelpDesk section is expanded, showing a sidebar with options like HELPDASK ADMINISTRATION, Access, User Dashboard, Notifications, Inline Search, SLA, Customer Satisfaction (highlighted with a red box), Issue Types, Related Issue, and Customer Portal. The main content area is titled 'Please, specify user' and contains a text input field with 'admin' entered. Below this is an 'Attributes' table with columns for Attribute name, Attribute name (En), and Jira custom field. The table lists two attributes: 'Оценка' (Rating) and 'Комментарий' (Rating comment).

Attribute name	Attribute name (En)	Jira custom field	
<input type="text"/>	<input type="text"/>	CRM Contact Select	Add
Оценка	Rating	Feedback	Delete
Комментарий	Rating comment	html	Delete

Specify user with administrators permissions on behalf of whom issues will be edited with survey's results.

Create custom fields to store the results of customer's feedback. These fields could be Select List (single choice) type for one mark rating and Text or HTML types for comments. If you have several ratings create custom fields for each of them. Attributes which are set into HelpDesk Administration /Customer Satisfaction are default configuration for [Post-Function 'Sending Feedback to Reporter'](#) if there are no attributes in post-function's configuration.

In configuration of Select List (single choice) field create options which would be the marks (it could be numeric rating or text like 'excellent', 'good', 'bad' - whatever you want):

Configure Custom Field: Feedback



Below are the Custom Field Configuration schemes for this custom field. Schemes are applicable for various issue types in a particular context. You can configure a custom field differently for each project context or in a global context. Moreover, project level schemes will over-ride global ones.

- [Add new context](#)
- [View Custom Fields](#)



Default Configuration Scheme for Feedback

Default configuration scheme generated by JIRA

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):
Global (all issues)

Default Value: [Edit Default Value](#)

Options: [Edit Options](#)

- -5
- -4
- -3
- -2
- -1
- 0
- 1
- 2
- 3
- 4
- 5

Configure Customers satisfaction form in Attributes section: enter questions in your default language and in English, select custom field and press 'Add'.

The reporter will receive email with feedback link when [Post-Function](#) 'Sending feedback to reporter' is set up.

NEW-97 security level to parent company

Rate our work

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Rating comment

Great work! Thanks!



Rate

After the user (issue reporter) submits the survey the issue updates and rating with comment will be saved in selected fields above:

New test / NEW-95

security to parent company

Edit Comment Assign More Reopen Reopen and start progress Admin

html: Great work! Thanks!
Feedback: 5

Description
Click to add description

Attachments

Drop files to attach, or [browse](#).

orgs.csv
In 1 minute 0.2 kB

Activity

All Comments Work Log History Activity Transitions Calendar

jiratst added a comment - 2 minutes ago

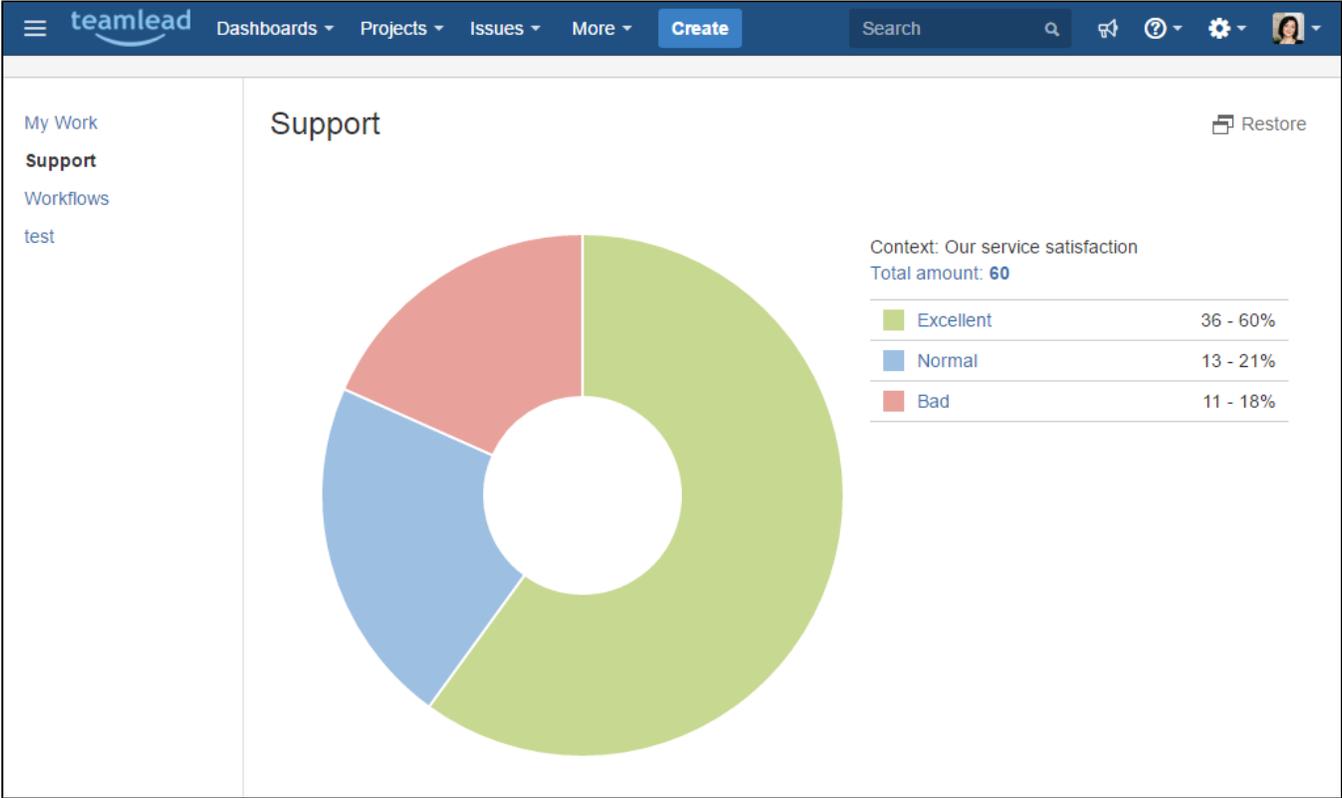
The user "jiratst (company)" has rated our work as:

Rate our work: 5
Rating comment: Great work! Thanks!

Comment

You can create HelpDesk Satisfaction Pie Chart Gadget based on received data from customers.

For example:



Because of rounding, totals can not add up to 100.