

ServiceDock helps multi-location businesses capture and respond to outlet specific feedback via the messaging apps consumers love using and already have on their phones (e.g. Facebook Messenger).

Whether you login daily or less frequently, this document will help you navigate the ServiceDock system so you can stay on top of the feedback and correspondence.

## Icon Feedback Messaging



Tab: "Feedback Q"

Filter for Location

If you have permissions for more than one location you can filter the Feedback Q.



Order based on NPS Rating

Select items to Archive

Order feedback based on NPS Scores & tick off Chats you wish to Archive (i.e. close without opening). An auto-archive feature also exists.



Close Selected (in the navigation bar)

Archive Feedbacks you are not going to open by ticking the box and clicking "Close Selected"



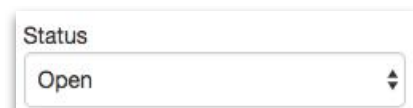
Click on a Chat to Open it

Tab: "Open Chats"

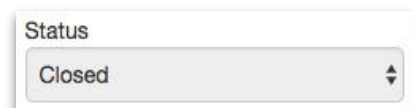
Open feedbacks you might respond to, which moves the Chat to the Open Chats Q.



Respond where appropriate & then change status to "Pending" (if customer doesn't respond within 24hrs the chat auto-closes)



If there is a followup on your side leave the chat "Open" so it's there next time you login



If you decide not to respond or where the issue has been resolved change the status to "Closed"

## Dashboard Usage



Tab: "Dashboard"

Choose View & Date Filters

Select a survey, view (you may only have one option for both) & period to analyse data.



Show Results

Click on "Show Results" to reveal your feedback dashboard.



Select "Summary"

Summary

Select "Summary" to get an overview of your location's / view's survey stats for the period and compare your performance to the group benchmark.



Select a Question No.

1

2

3

Select a question number to see more detail on responses to specific questions.



Many charts are interactive

Filter feedback & view chats

Filter feedback by clicking on bar charts & word clouds. Clicking on blue text (e.g. "view") opens the chat(s) related to that feedback.

## Other Features

"Export CSV"

Export the selected data, including email marketing permissions, to CSV.

"Print PDF" (can also save to PDF)

Export the primary charts in the current dashboard to print/PDF for distribution.



"Personal"

Reset password & create email notifications.



"Support"

Video demos & contact details for support.