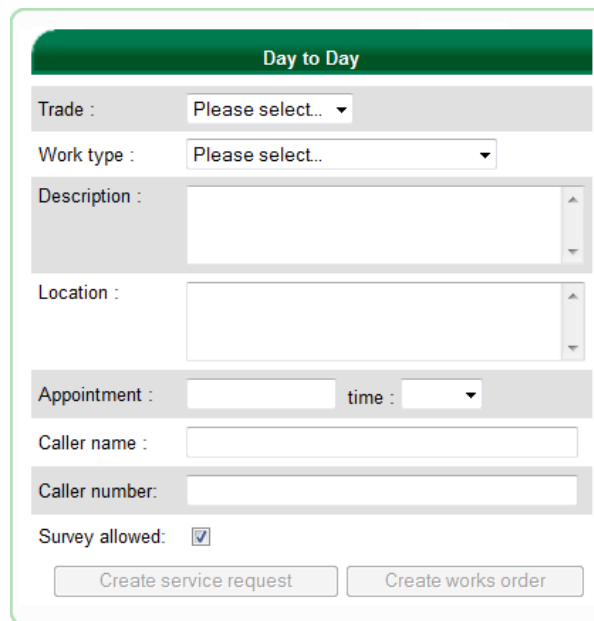


Changes on how to record Customer Satisfaction (KWest) Opt Out

Currently, the information kept for tenants who opt out of the customer satisfaction surveys must be entered on a separate spreadsheet.

Changes have been made to Rapid which will allow you to record this information at the same time as entering the Works Order details using the option

Survey allowed:



The screenshot shows a form titled "Day to Day" with the following fields and controls:

- Trade : Please select.. ▾
- Work type : Please select.. ▾
- Description : [Text area]
- Location : [Text area]
- Appointment : [Text field] time : ▾
- Caller name : [Text field]
- Caller number: [Text field]
- Survey allowed:
- Buttons: "Create service request" and "Create works order"

This option will always be ticked and if the tenant chooses to opt out of the customer satisfaction survey you will need to untick the box.

By unticking the *Survey allowed* box means the tenant will not be contacted by KWest and will not be surveyed.