

eContact

Customer Satisfaction Survey Results

51 posts, 190 Customers

April, 2018



UNITED STATES DEPARTMENT *of* STATE

Increase of Customer Satisfaction

Compared to the July, 2017 survey

Overall: 30%

Contact Management: 20%

Event Management: 25%

Campaigns: 30%

Lists\MyLists, Seating, Appointments,
Incoming Invitations and Gratuities

No direct historical data but results were
on par with other sections



Insights

Best met customer needs:

- Contact Management (83%)
- Event Management (65%)
- Lists/MyLists (11%)

Require improvement:

- Contact Management (38%)
- Event Management (35%)
- Campaigns (27%)

Even though customers feel contacts and events meet their requirements, the results tell us there are features missing that will help improve satisfaction



Areas of Improvement

Of the 9 highest priority items to add/update in eContact:

- 3 are for Contacts
- 3 are for Campaigns
- 2 are for Events
- 1 is for improving error messaging

EUR has dedicated funding for to pay for additional developers to work on these backlog items. This will help ensure we can include as many of these items as possible in our next scheduled release,



Highest Priority

Work Item	Votes
Improve error messaging	58
Event: Add functionality to Filtered/Selected participants (Guest List & Export)	55
Contacts: Add merge contact feature	52
Contacts: Add attachment capabilities	50
Campaign: Add Event RSVP Status to Recipients	47
Campaign: Email to Filtered/Selected Recipients	46
Contact: Add a Bio Sheet export template	46
Campaign: Email/PDF - Add predefined Templates to improve invitation consistency	46
Event: Bulk edit participants	45



High Priority

Work Item	Votes
Event: Add attachment capabilities	43
Seating Chart: Customizable tables/seats (drag/move each seat)	43
Contacts: Add Bulk edit feature	42
Lists: Add additional data columns to members (stats, job title, company name)	42
Campaign: Enable images in email body text - create an online repository of common images for use in campaign email body text	41
Campaign: Add BCC to sender option	37
Lookup Tables: Add export to Excel option	37
Contacts: Add new data fields (Partner Dietary Restrictions, Accessibility Requirements, Partner Accessibility Requirements)	34
Contact Import: Add function to add imported records directly to a Work Item after import (Event/List/Gratuity)	33



Medium Priority

Work Item	Votes
*Contact: Add foreign character support to all contact fields and not just “Local” fields	29
Seating Chart: Add Banquet table with no header/footer seats	29
Integration or templates to use with MyServices (for Visitor Access Requests, etc.)	29
Custom Request: (Enter your highest priority not listed here) (free field)	29
Campaign: Add Label fields as available merge fields	26
Incoming Invitations: Add attachment capabilities	24
Custom Label User Interface	23
Incoming Invitations: Add excel report of all/filtered invitations	20
Incoming Invitations: Add filters	19
Incoming Invitations: Add Sort Features	19



*Foreign Character Support

- This rated as medium priority from Votes
- We will treat it as a “high” priority item
 - Mission critical for multiple posts



Low Priority

Work Item

Votes

Appointment: Add attachment capabilities

13

Appointment: Add excel report of all/filtered invitations

10

Appointment: Add filters

9

Appointment: Add Sort Features

9

Although Appointments was voted with the lowest priority items, it may be done in conjunction with Incoming Invitations as they share a similar structure



Support

Online Help Center

- Good reviews but 40% have never used it
- More content required
- Better marketing is needed
- <https://adgsupport.state.gov/hc/>

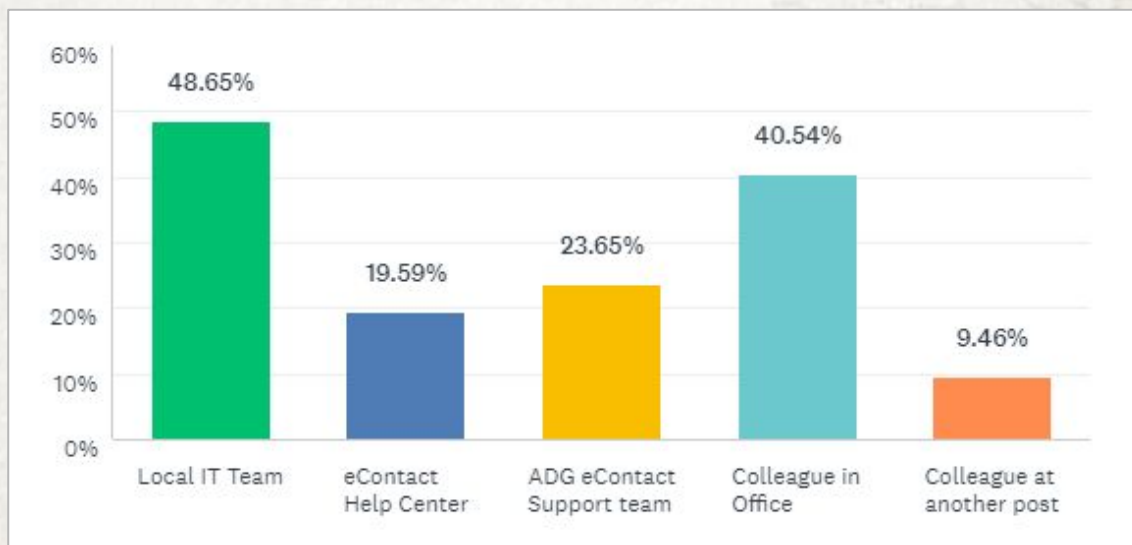
ADG Support Team

- 88% Customer satisfaction
- Better ticket tracking would help improve satisfaction



Support

Question 16: How do you get help when you need assistance with eContact?



What can we do to better help support your Local IT Teams and Colleagues in the office?



eContact Updates

- Next release scheduled for after the 4th of July
- Extra developers on staff to help with backlog
- Offline Check-In update planned for early May
 - Training Webinar scheduled for after release
 - Updates listed on “Future of Offline Checkin” in the Help Center





Update your eContact Bookmarks

Automatic redirect will go offline on May 1st

New Bookmark Information

Update Bookmark to:

<http://econtact.state.sbu/tbilisi/> 

Go to your eContact:

<https://econtact.state.sbu/tbilisi/> 

In August of 2017, we in RSC updated our application servers as part of our plan to increase performance for our regionally hosted OpenNet applications.

At that time we also updated our application website addresses (URLs); one example is we updated the original eContact URL of econtact.eur.state.sbu to econtact.state.sbu. This should have been transparent to you, our customers, as you were automatically routed to the new URL.

On May 1st, 2018 we will be permanently shutting down the old servers, which have been running to ensure our redirects to new URLs continued working, and at that time some redirect may no longer work as expected.

In preparation for the this, starting on the 19th of March if you are still using the old URLs you will be prompted with this notice to update your bookmarks.

Thank you for your understanding



Questions?

Tip: Help Center is directly reachable with eContact's "Help" button

