



Recent Opinionmeter Enhancements

The following table is a list of the latest enhancements we've enabled for the web-based SurveyManager and Survey Device application.

Module	Enhancement Details
New Mobile Survey App for the iPad, iPhone, iPod-Touch	The TouchPoint Mobile Survey App is now available from Apple's App Store. The app supports the iPad, iPhone and iPod Touch. For additional information and a list of new features this app introduces, please visit: http://www.opinionmeter.com/index.php/products/touchpoint-ipad-iphone/
Question type	We have added 'Slider' and 'Drop Down' response options for Multiple Choice - horizontal and Net Promoter Score question types
Question type	Media is now supported in the following html pages: Information Page, Intro and Thank You pages. In addition to images and sound, you can now also embed YouTube videos.
Question type	Matrix Multiple Choice questions now support sliders for displaying response options.
Question type	We have added the option of including an open-ended comment field adjacent the common "Other" response for Multiple Choice questions.
Viewing Reports	We have added an additional 'Refresh' icon in the View Reports list page. This icon allows you to view up to the moment data within previously created reports.
Device Application	We have added an option in the Survey Settings screen within the device application that allows you to turn off the "Next" Button that appears by default on the Intro Screen if you choose to use the new "Touch screen to Start" option
Device Application	Ever want to turn off the "Back" button within the survey screens? Now you can - we've added this as an optional feature that can be enabled or disabled within the Survey Settings module of the device application.
Satisfaction Alerts - Delivery options	In addition to sending the question and response text of only the question(s) that have triggered the Sat Alert, you now have the option of including all questions for that respondent (similar to a respondent level report)
Satisfaction Alerts - Case Management	We have enhanced the Satisfaction Alert module with case management capabilities. Now you can track the progress of service related issues (service recovery) by documenting actions taken along with changing the status from "Open" to "In Progress" to "Resolved". Each Satisfaction Alert now shows the entire Respondent Level report for that customer (how they answered the entire survey). This additional detail provides managers with the necessary history of actions taken and background information to respond accordingly.



Satisfaction Alerts – Deliver options	Within the Satisfaction Alert email, we have added a URL that links directly to the Case Management detail page within your account.
User Management - Account Review	The SurveyManager now automatically runs quarterly account review reports and delivers them to each account owner by email. However, account holders can also login to their SurveyManager account and run these reports on demand for any time period they wish.
User Management - Device Activity	The Device Activity feature allows you to track the response rate of your devices in the field. By setting the Response Volume along with the Time Period values, you will receive automated email alerts when your device(s) response rates fall below a certain volume of surveys within a given time period.
Reporting options - Analysis Report	We have added Add "Graph" to the format drop down menu for both the Summary and Cross tabulation reports. In addition to "long format" and "Tabular" formats, you now also have "Graph" format option. Xtab Long Format drop down - now shows "Long Format, Tabular" and we want "Long Format, Tabular, Graph". Note: be sure this too carries over to the Xtab Long format in Dashboard.
Scheduled Reports	We have added an html editor to the Scheduled Reports email delivery module. Now you can customize the formatting of the body of the email when sending your Scheduled Reports.
Reports - Dashboard	Dashboard - add Xtab Graph and Xtab Report to Gadget list
Reports - Sharing reports among sub-accounts	You now can share Dashboards to sub-accounts.
Paper Surveys - Comment capture	The Paper Survey Scanning module now supports capturing hand written comments. These are uploaded as .tiff images and appended as media for each survey record.
User Management - Privilege/Access controls	We have enhanced the Modify Privileges module, providing you with additional User Management controls for Report distribution. Instead of having No Access and Full Access, you now have four options: No Access View only Modify Create: (No Access View only View + Edit = Modify View + Edit + Create = Create)
User Management - Enterprise accounts	Now Administrators of Enterprise accounts can access sub-accounts without needing to login to each sub-account. We have added a shortcut within User List screen to easily access all sub-accounts beneath your enterprise.