


CSAT Configuration

Record your customer's response and take necessary actions for each interaction.

Getting Started

- Login to **Wolken Care** , as Admin.
- Click the **Hamburger** icon  , Select **CSAT configuration** menu.

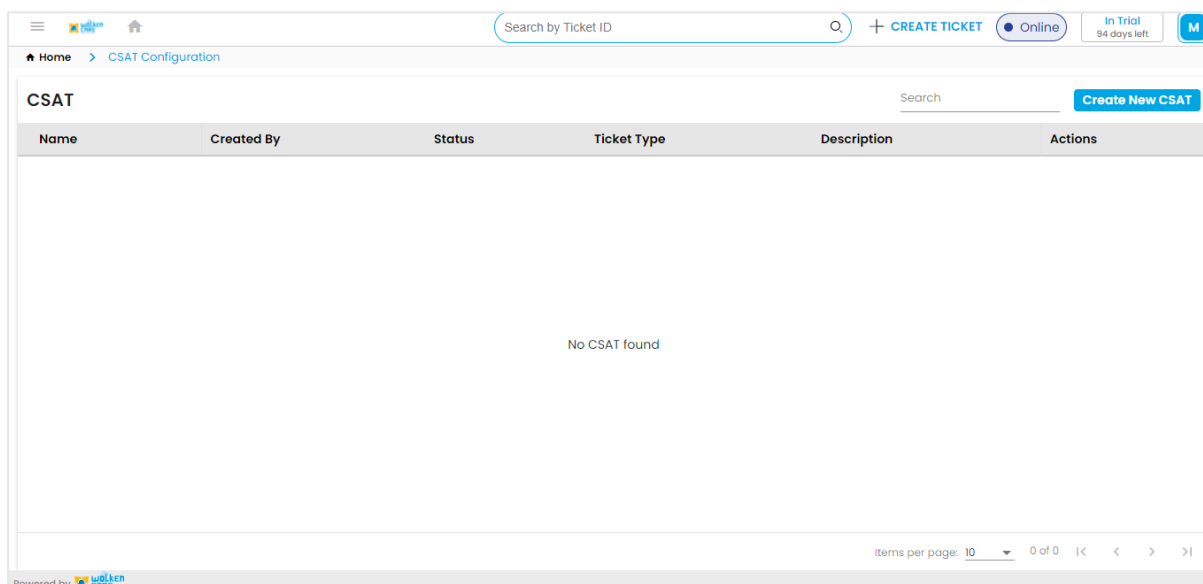


Fig-01

- Click **Create New CSAT** button , to configure the CSAT to be sent.

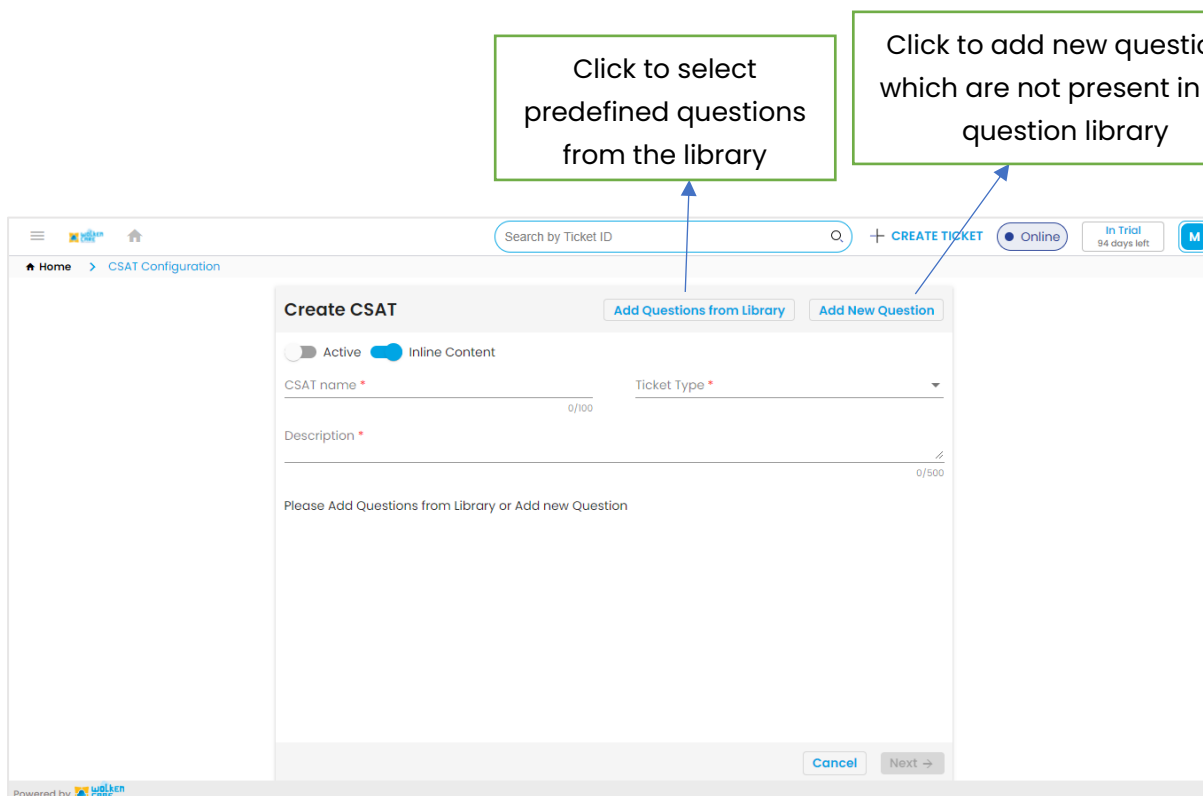


Fig-02

- Enter **CSAT name**, Select the **Ticket type** from the list box.
- Give a brief description of the configuration.
- Click **Add Questions from Library** to select from the predefined question library.

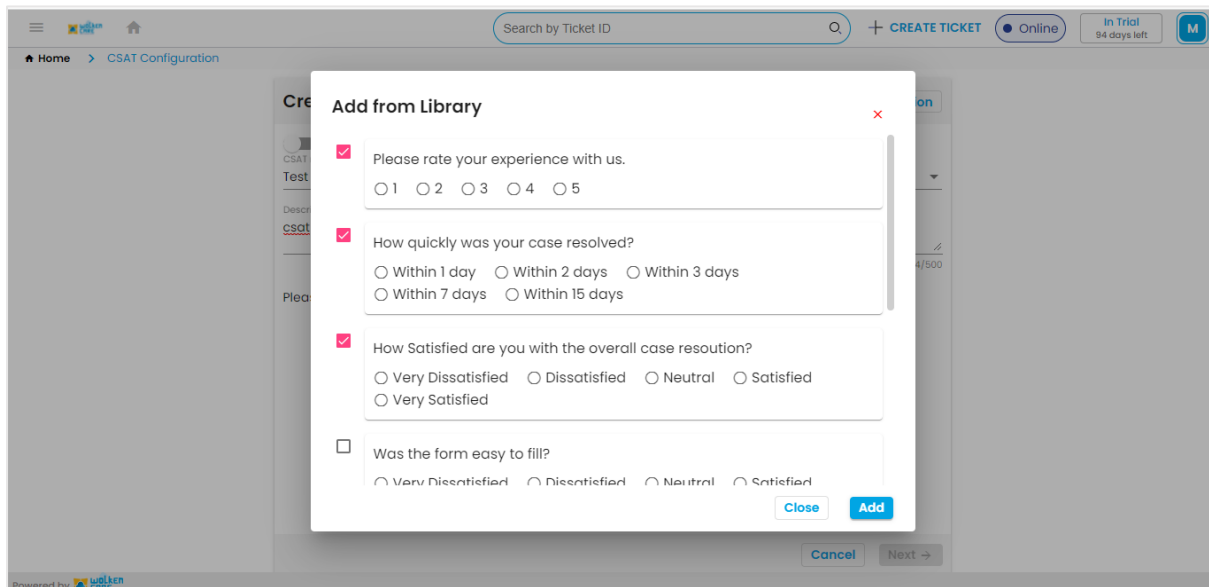


Fig-03

- Select the set of questions to be added. Click **Add** button.
- Click **Add New question** button , to frame your own questions.
- Click **Add** button.

Enter your question
to be added

Select the question type
framed from the list box

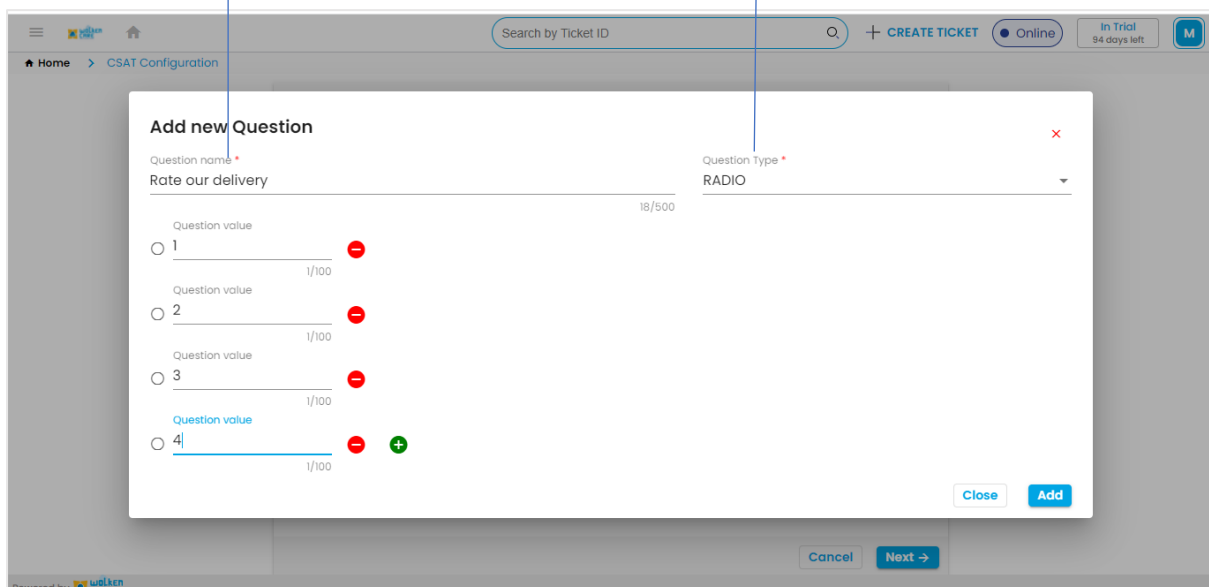
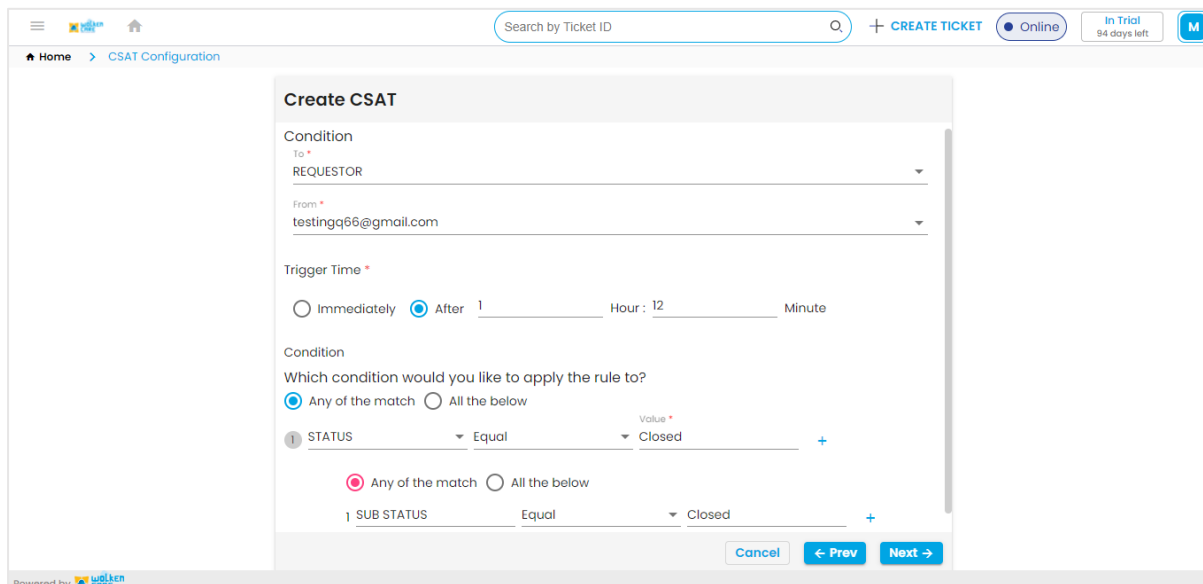


Fig-04

- Click **Next** button.



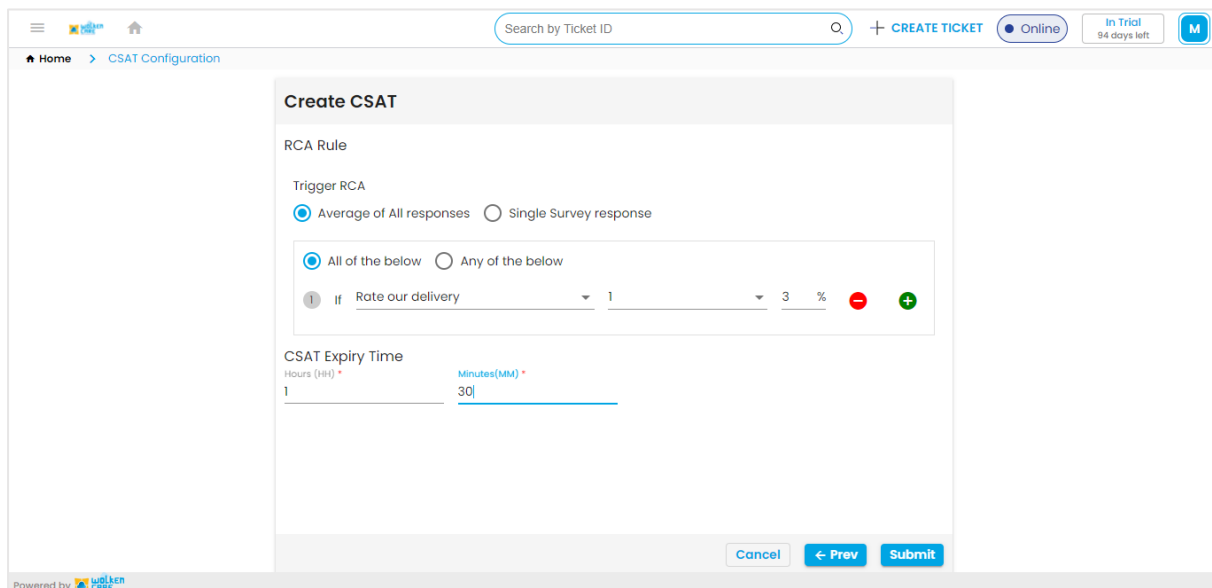
The screenshot shows the 'Create CSAT' configuration interface. At the top, there is a search bar for 'Ticket ID' and navigation buttons for 'CREATE TICKET', 'Online', and 'In Trial 94 days left'. The main content area is titled 'Create CSAT' and contains the following fields:

- Condition:**
 - To: REQUESTOR
 - From: testingq66@gmail.com
- Trigger Time:**
 - Radio buttons for 'Immediately' and 'After' (selected).
 - Input fields for '1' hour and '12' minutes.
- Condition:**
 - Radio buttons for 'Any of the match' (selected) and 'All the below'.
 - Row 1: STATUS Equal Closed
 - Row 2: SUB STATUS Equal Closed

At the bottom right, there are buttons for 'Cancel', 'Prev', and 'Next' (highlighted in blue).

Fig-05

- Select the **Conditions** to be applied . **To** whom the mail is sent to , and **From** whom the mail is sent.
- **Trigger Time** is to customize when the mail is to be sent.
- ✓ **Immediately** – Send the mail as soon as the conditions are satisfied.
- ✓ **After** – Send the mail after the mentioned time.
- Select the conditions to be met , for the CSAT mail to be sent.
- **For example:** If the condition is , When the Case Status/Substatus is Closed and if the trigger condition is Immediate, post the case is closed a CSAT mail is triggered to the Requestor for feedback.
- Click **Next**.



The screenshot shows the 'Create CSAT' configuration interface. At the top, there is a search bar for 'Ticket ID' and a '+ CREATE TICKET' button. The main content area is titled 'Create CSAT' and includes the following sections:

- RCA Rule:** A section for defining the root cause analysis rule.
- Trigger RCA:** Two radio button options: 'Average of All responses' (selected) and 'Single Survey response'.
- Logic:** Two radio button options: 'All of the below' (selected) and 'Any of the below'.
- Condition:** A rule entry: 'If Rate our delivery' followed by a dropdown menu set to '1', a comparison operator '3', and a unit '%'. There are red and green minus/plus icons to the right.
- CSAT Expiry Time:** Two input fields: 'Hours (HH)' with the value '1' and 'Minutes(MM)' with the value '30'.

At the bottom of the form, there are three buttons: 'Cancel', '← Prev', and 'Submit'. The footer of the page indicates it is 'Powered by WOLKEN CARE'.

Fig-06

- Select the **RCA (Root cause analysis) rule** to be applied .
- Consider the average of ratings given based on every question.
- Select the question and the average rating , to take necessary actions if it doesn't meet the company standards.
- Set the **CSAT expiry time**, the time after which the customer would not be able to give the feedback.
- Click **Submit** , to save the configuration.