

# FD - P13 bis. Getting the results and Feedback Calls

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## Version Control

Version	Date	Description	Author
v.1	22.03.2021	Creation	Josiane Peytraud

## 1. Getting the Results

Every 2 hours, NPX job send back to Solvay the status of the answers got from the contacts and update NPX Survey Records object accordingly.

In the NPX Survey Record, in the "Responses - Front line NPS Survey" section, the 2 first letters indicate the episode to which they correspond.

- AM is for the episode Account Management
- BD is for Business Development
- OM is for Order Management
- QM is for Quality Management
- SR is for Strategic Relationship
- TS is for Technical Support

Each time we receive an answer, we send a notification to the Frontline employee to advise him that his contact answered. There are 3 different notifications about answers:

- For MNPS Campaign
- For FNPS or GSKA Campaign with a feedback call request
- For FNPS or GSKA Campaign with NO feedback call request

## 2. Feedback call

When a feedback call is requested (field Feedback call contains "Yes"), we create a task assigned to the Frontline Employee.

For Icare, a feedback call is a meeting report with record type "Feedback call".

For Core, there is a custom object "Feedback Call".

In some specific situation, NPS team wanted to be able to create a Feedback Call not linked to a task. To do so, user needs to go to the NPX Survey Record corresponding to his contact and on the related tab, he can find the related list Feedback Call for Core and Meeting Report for Icare. He can create his Feedback Call with the button "New".

The 2 main situations for which they need to do that is when a GBU President calls a Company President and for Japanese contacts who don't answer surveys.

## 3. Report

In order to be able to have all the answers with or without feedback call, we have created a new report type: Campaign with/without Feedback Call.