



DMS Plus

USER MANUAL

FUNCTION: SURVEY

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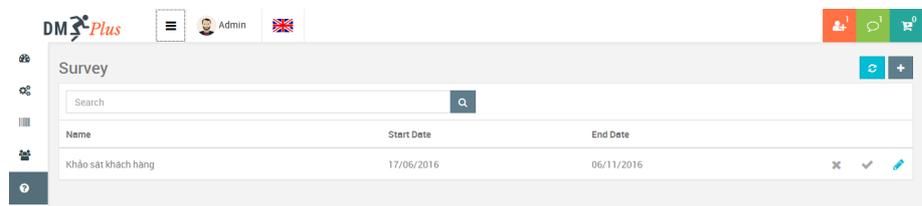
The survey is an effective tool to support manufacturers collecting information, feedback, evaluation, as well as the desire of customers for quality, service and product. Since then, provide the strategic orientations and marketing, as well as production.

1. Survey Setting

Basic Actions

- View list
- Add new
- View details
- Search
- Delete, Approve

1. On the menu, select Survey to display the list of survey programs in the system.



2. Click on  icon.
3. Insert survey's information.
 - *Survey Name*
 - *Start Date – End Date*
4. Click “Add Question” to add questions in the survey.
5. On Question screen:
 - Add Question and Add Option (Answer).

Tick on “Multiple Choice” checkbox: To allow multiple answer for 01 question.



- Click on  icon to save the question.
6. On Add New screen, Click on  icon to add new survey.

2. Salesmen Proceed Survey

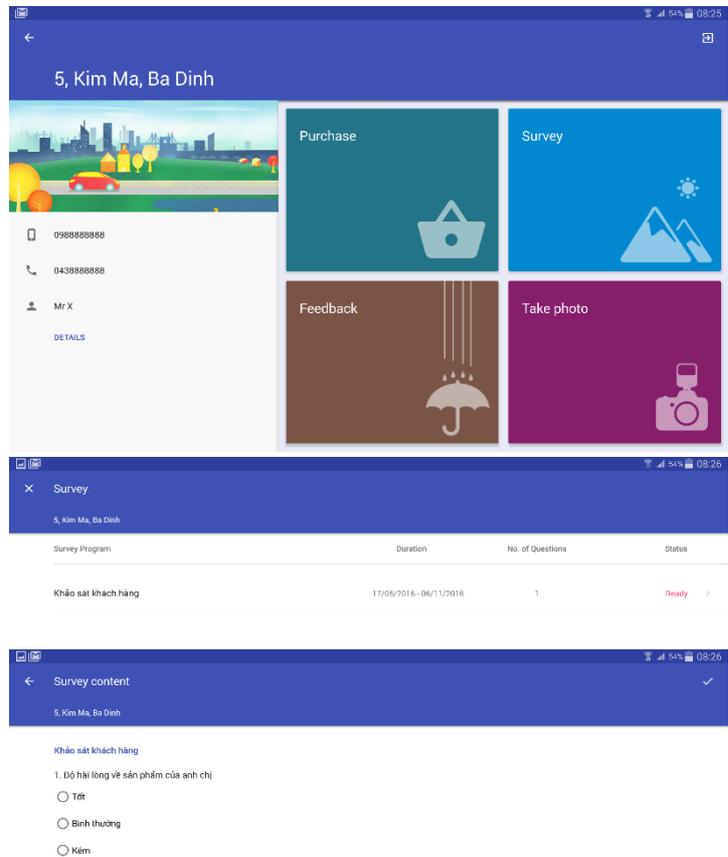
Based on the Start Date – End Date of the survey, if still in the effective time of the program, salesmen understand and implement the survey in each customer visit.

Process:

1. On customer visit screen, Salesman select Survey
2. System displays survey list.
3. Tick on each answer.
4. Click on  icon (top right) to save the survey.

Note

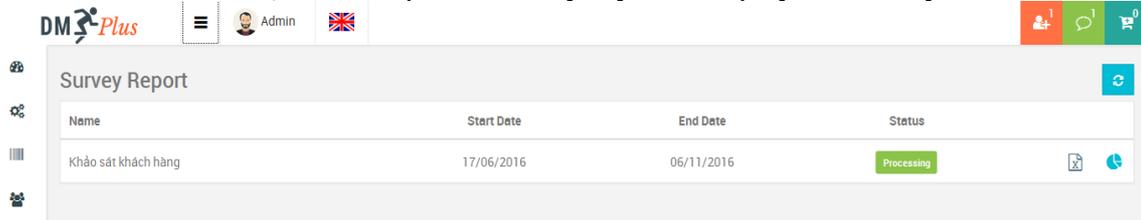
A survey can be performed 1 or more times with the same customer



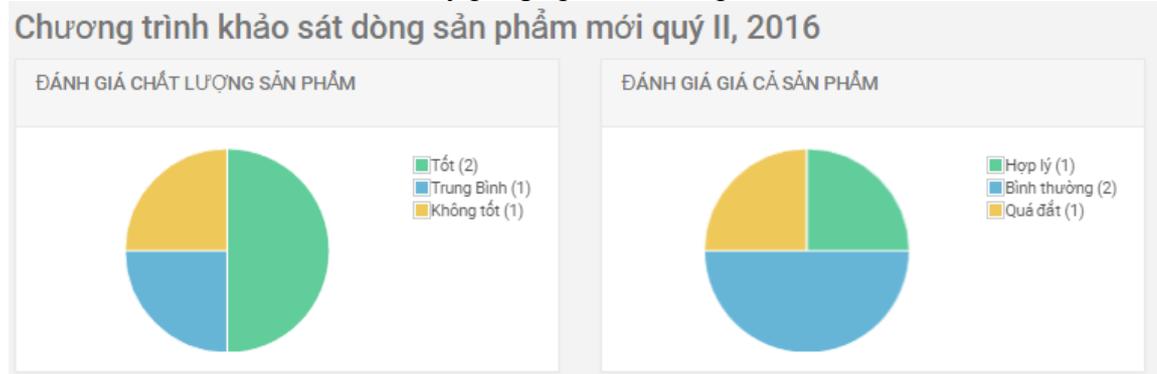
3. View Survey Report

Process

1. On the Menu, select Report > Survey. System displays all surveys.



2. Users are able to view result by pie graph  or export Excel file 



Thời Gian	Khách Hàng	NVBH	Đánh giá chất lượng sản phẩm	Đánh giá giá cả sản phẩm
08/04/2016 15:29	7, Kim Ma, Ba Dinh	Salesman 1	Tốt	Bình thường
08/04/2016 15:29	10, Kim Ma, Ba Dinh	Salesman 1	Tốt	Quá đắt
08/04/2016 15:30	1, Kim Ma, Ba Dinh	Salesman 1	Trung Bình	Hợp lý
08/04/2016 15:30	16, Kim Ma, Ba Dinh	Salesman 1	Không tốt	Bình thường