



Tracking Performance and Providing Insights That
Drive Operational, Employee, and Customer Success.



Feedback Requests

Updated 2/11/19

Welcome

Thank you for using the Client Portal feature of Janitorial Manager! The Portal is designed to provide easy and effective communication between you and your service provider. Please review the contents of this manual to better understand how to make the most out of the Client Portal.

Feedback

The Feedback section of the Client portal allows you to see the feedback given based on the recent inspections that were completed in your location. This feature also allows you to send some feedback to your cleaners as well. Click Feedback from the navigation bar to view recent feedback.

If you want to leave some valuable feedback for the cleaning staff, Click "+Send Feedback" to leave a note. (Figure 1)

The screenshot shows the 'Feedback' section of the Client Portal. At the top, there's a blue header bar with links for 'Your Cleaning Company Portal Home', 'services', 'supplies', 'Inspections', 'feedback' (which is highlighted with a red arrow), and 'log out'. Below the header, the title 'Feedback' is displayed next to a speech bubble icon. The main area is titled 'Submitted' and shows a single item: 'All of 2016'. There are dropdown menus for 'Requester' (set to 'Any') and 'Status' (set to 'Any'). To the right of these dropdowns is a search bar labeled 'Search Feedback' and a blue button labeled '+ SEND FEEDBACK' with a red arrow pointing to it. Below the search area, there's a table with two columns: 'Requester' and 'Status'. The first row shows 'Hank User' as the requester and 'Pending Confirmation' as the status. The second row shows 'Any' as the requester and 'As of 04/14/2016 11:40 am' as the status. To the right of the table, under the heading 'Messages', it says 'There are no new messages'. At the bottom of the table, there are two buttons: 'View' and 'Confirm Request Resolution'. A second table below shows the same two columns: 'Requester' and 'Status', with 'Any' listed under both.

Figure 1

There is a shortcut if you are just looking to give feedback without reviewing past work. From the homepage of the client portal, Click the "Go To:" drop down on the right of your screen. Click "Send Feedback" to add your note to the service company or specifically the cleaners. (Figure 2)

The screenshot shows the 'Customer Portal Home' page. At the top, there is a blue header bar with links for 'Demo Company Portal Home', 'services', 'supplies', 'feedback', 'Switch Location' (set to 'Starbucks Addiction Treatment Center'), and 'log out'. Below the header, the main content area has a title 'Customer Portal Home' with a house icon. A welcome message says 'Welcome!' and encourages users to explore features and submit requests. A 'Thank you!' message follows. Under 'Active Requests (3)', there is a table with columns 'Type', 'Requester', 'Status', and 'Messages'. Three rows are listed: a Service request from Archie Heinl (New as of 12/20/2018 10:44 am), a Supply request from Archie Heinl (New as of 12/20/2018 10:45 am), and another Service request from Archie Heinl (New as of 01/15/2019 3:58 pm). All three rows indicate 'There are no new messages'. To the right of the table, a red arrow points to a dropdown menu titled 'Go to:' which contains 'Create Service Request', 'Create Supply Request', and 'Send Feedback'. The 'Send Feedback' option is highlighted with a blue background. Below the table, a purple banner displays the message 'We couldn't find any resolved requests in the past 30 days.' with a count of '1' in a blue box.

Figure 2

Once you select the "Send Feedback" option either through either step listed above, you will be brought to this window. (Figure 3)

The screenshot shows the 'Send Feedback' page. At the top, there is a blue header bar with links for 'Your Cleaning Company Portal Home', 'services', 'supplies', 'Inspections', 'feedback', and 'log out'. Below the header, the main content area has a title 'Send Feedback' with a speech bubble icon. A message says 'Please fill out the form below to send your feedback.' Below this, there is a section for 'Request Contact' with fields for 'Hank User', 'johnwilliams@ximation.com', and '20212123353 2026355599'. There is also a section for 'How are you feeling about our service? (required)' with a large text input field. A red arrow points to the bottom of this input field. Below this, there is a section for 'Description (required)' with a text input field containing 'How can we help you?'. At the bottom of the page is a blue button labeled 'SEND FEEDBACK'.

Figure 3

From there, you start the feedback process by selecting your satisfaction level of your service listed in the dropdown as seen in Figure 4.

The screenshot shows a web page titled "Send Feedback". At the top, there is a navigation bar with links: "Your Cleaning Company Portal Home", "services", "supplies", "Inspections", "feedback", and "log out". Below the title, there is a message: "Please fill out the form below to send your feedback." A "Request Contact" section displays "Hank User", "johnwilliams@ximation.com", and the phone number "20212123353 2026355599". The main form area starts with the question "How are you feeling about our service? (required)". A dropdown menu is open, showing the following options: "Extremely Satisfied" (which is highlighted with a blue background and has a red arrow pointing to it), "Satisfied", "Neutral", "Dissatisfied", and "Extremely Dissatisfied".

Figure 4

Finally, Add your comments in regards to the service provided in the discription section as seen below. Once completed, Simply click the "Send Feedback" button. (Figure 5)

The screenshot shows the same "Send Feedback" page as Figure 4. The "Description (required)" field contains the text "Thank you for all your hard work!" (with a red arrow pointing to it). At the bottom left, there is a blue button labeled "SEND FEEDBACK" with a red arrow pointing to it.

Figure 5

Troubleshooting

If you encounter issues with the Client Portal here are a couple simple ways to troubleshoot and fix the issues:

1. Log out of your portal and back in.
2. Log out of your portal, clear your browser cache (Usually located in you're the settings of your browser), and try to log back in again.
3. If none of those 2 options seem to be working, please contact your cleaning service provider for assistance.