



Software Services & Innovation
Like My Service Tutorial

Like My Service
Service Appraisal and Feedback

Table of Contents

1 Executive Overview.....	4
2 Service Overview.....	5
3 Service Scope	6
4 Like My Service - Service Information.....	7
4.1 Setting Up Like My Service Access	7
4.2 Add a New Team to Like My Service	9
4.3 Dashboards	11
4.3.1 User Dashboard View:.....	11
4.3.1.1 My Feedbacks	11
4.3.1.2 My Profile	11
4.3.2 Manager Dashboard View:	12
4.3.2.1 Dashboard	12
4.3.2.2 Team Feedbacks	12
4.3.2.3 Users	13
4.4 How feedback is Received & Validated	13
4.5 Progression of Validation Status	16
4.6 Account Site Setup.....	17
4.6.1 Moderator role	18
4.6.2 Account Feedback table.....	19
4.7 How to Reset Like My Service Password.....	22
4.8 Function of the Congratulate User link.....	24
4.9 OneLogin access to Like My Service	25
4.10 Contact Us - Provide Site Feedback or Report Issues	26
4.11 'Share this site' Feature.....	27
5 Document Information.....	28

1 Executive Overview

Like My Service is an application that allows both internally and externally supported customers to submit impromptu feedback on service received from a specific support person.

The Like My Service system has an initial self-service set up process for each user where they request and receive their own personal Like My Service feedback link. Request for Access is found on the tools homepage. Like My Service access is architected by Account with leadership and/or team managers at the head. When users receive their personal feedback link it should be attached to their email signature which is then distributed to customers when email communications are sent giving the customer an opportunity to leave feedback. Users can login to their personal dashboard to review feedback that has been provided by customers.

If an Account site is established additional feedback can be collected from an Account specific site URL where customers can leave spontaneous freeform feedback regarding service. The Account site is created upon request to the Like My Service Support team.

The feedback responses for both Team Members and Accounts are stored as historical data and are made available in a manager dashboard view of the tool in corresponding data tables. In the Manager's dashboard the feedback for the entire team and/or entire account can be viewed collectively. If desired there is an option to export the feedback to an Excel file. At the manager's discretion, the team feedback can be used as an optional source of information toward the performance evaluation process of their direct reports.

2 Service Overview

The Like My Service tool allows both internally and externally supported customers to submit impromptu feedback on service received from a specific support person. The Like My Service server is located in a cloud computing environment with expandable storage capabilities. A self-service area in the Like My Service Home page has been created to allow users to perform the initial set up.

Like My Service access is structured by one of two ways Accounts and/or Teams, where users are added into the group. A team manager or leader is designated as the head of the team and/or account. A team can have more than one manager. (If a new team needs to be created in Like My Service, the team's manager or any team member can use the self-service Access Request form found on the Like my Service homepage to construct the new team.)

When the self-service form is filled out and submitted an email will be sent to the user with their personal Like My Service feedback link. When users receive their personal feedback link it should be attached to their email signature. When email communications are sent to the customer it gives the customer an opportunity to leave feedback using the embedded link. The feedback can be reviewed in the User's dashboard after it has been received.

The Account feedback option can be enabled anytime as a hierarchy to the Team(s). When the Account feedback feature is added a custom Account URL site is created for gathering additional impromptu feedback from customers using a form based approach. Survey questions to collect a customer's response can be set to either the standard default questions or the questions can be customized to meet the needs of the Account. To manage the survey questions for the Account a designated person is assigned as a Moderator by the Account leadership. The modification of the survey questions is restricted to allow only person's with the Moderator role to make updates. After an Account decides which person(s) will be designated to have the Moderator role, the role can only be added by the Like My Service tool administrator.

Any feedback responses received for either Team and/or Account are stored as historical data within the Like My Service database. These responses are readily available to view in both a User and Manager Dashboards, when logged into the Like My Service tool. While in the dashboard Users and Managers are also able to export the feedback to an Excel file. At the manager's discretion the team feedback can be used as an optional source of information toward the performance evaluation process of their direct reports.

3 Service Scope

The Like My Service tool is supported by the Like My Service Support staff who can assist with questions regarding the tool functionality.

Like My Service access is set up by teams and users are added to the group under their Team manager. The initial set up of a team is done from the sites home page (Request Access link). Information on New Team set up can be found in sections 4.1 and 4.2 of this document.

The Like My Service Support team's group email address is DL-LikeMyService_Support@dell.com

There is also a Contact Us form on the Like My Service website which allows users to submit feedback or report problems related to the website functionality or make enhancement suggestions. (Note: The Contact Us link on the sites home page pertains to leaving comments about the website only and not feedback for user service remarks).

<https://likemyservice2.us.dell.com/feedback.php>

The feedback and problems reported are reviewed and tracked by the Like My Service Administrators.

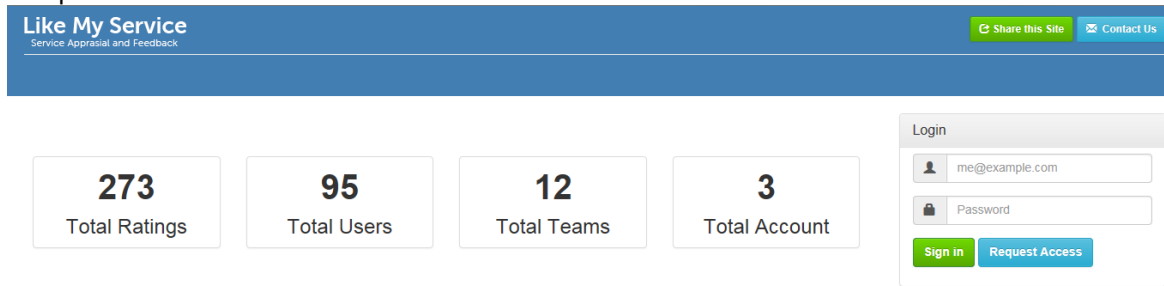
4 Like My Service - Service Information

4.1 Setting Up Like My Service Access

These steps will guide you through setting up Like My Service access.

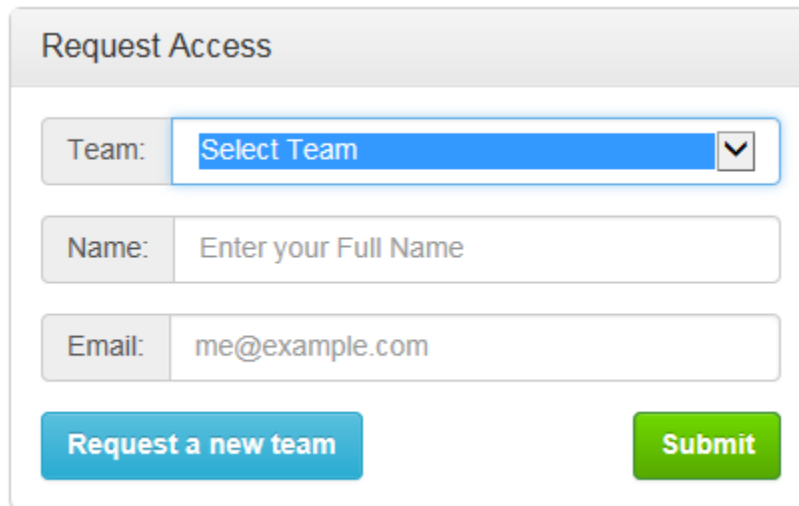
Section 4.1 provides instructions for adding a user to an existing team. If the team has not been created, go to Section 4.2 to view instructions for creating a new team first. *To check if a team is already set up in the Like My Service tool, click the Request Access link, there will be a list in the Select Team dropdown that displays the existing teams.

- 1) From the Like My Service website Home page <https://likemyservice2.us.dell.com/> click the “Request Access” button



The screenshot shows the Like My Service website home page. The header includes the logo "Like My Service" with the tagline "Service Appraisal and Feedback", a "Share this Site" button, and a "Contact Us" button. Below the header, there are four statistics cards: "273 Total Ratings", "95 Total Users", "12 Total Teams", and "3 Total Account". To the right of these cards is a "Login" form with fields for "me@example.com" and "Password", and buttons for "Sign in" and "Request Access".

- 2) Fill out the Access Request form: Select your team’s name from the menu provided. (Note: If you do not see your team listed then, click the “Request a new team” option from the selection list and then go to section 4.2 of this document for further instructions.)



The screenshot shows the "Request Access" form. It has a title "Request Access" and three input fields: "Team:" with a dropdown menu showing "Select Team", "Name:" with the placeholder "Enter your Full Name", and "Email:" with the placeholder "me@example.com". At the bottom of the form, there are two buttons: "Request a new team" and "Submit".

- 3) After selecting the team name, fill out the rest of the form by typing your **Full Name** (First and Last Name), **Email** and click **Submit**.
- 4) You will receive an automated email message from the Like My Service site that contains your personal Like My Service URL link and instructions for adding the graphic and link to your email signature in Outlook.

See example email below:

From: noreply@nttdata.com
Sent: December 13, 2016 11:31 AM
To: User, User
Subject: URL for "Like my service"

NTT Data - Internal Use - Confidential

Dear User,

Thank you for requesting access to Like My Service! Your Like My Service access has been set up in the tool.

This email includes the Like My Service graphic as an attached file and your personal Like URL link.

<https://likemyservice.us.dell.com/?tk=#####>

Please follow the instructions below to add them to your email signature.

Web link to the set up instructions: <https://likemyservice.us.dell.com/implementation.html>

Example below is what users will view after clicking on the Implementation link:

Welcome to the LIKE My Service instruction page.

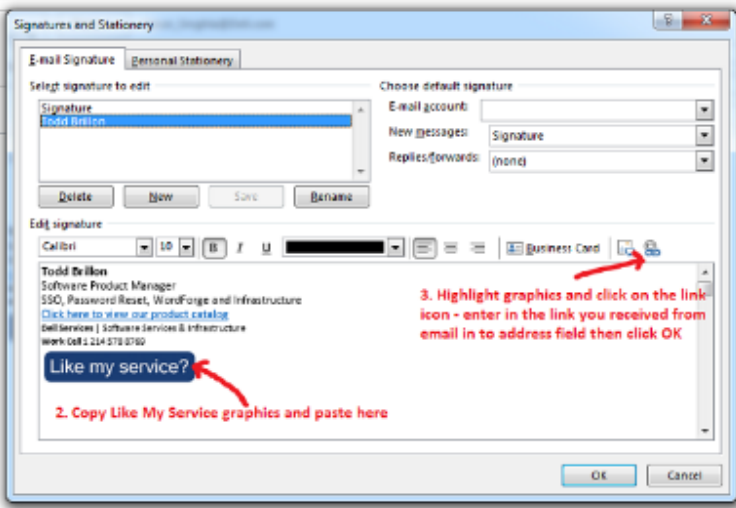
Step 1:
Right click and save the LIKE My Service image below to your desktop.

Like my service?

Step 2:

1. Open up your outlook signature as shown below in the image.
2. Insert the LIKE My Service image you saved earlier.
3. Highlight the LIKE My Service graphic and click on the link icon.
4. Enter in your personal LIKE My Service link from the email you received and paste it into the address.

If you do not have access to your personal link, [click here](#).

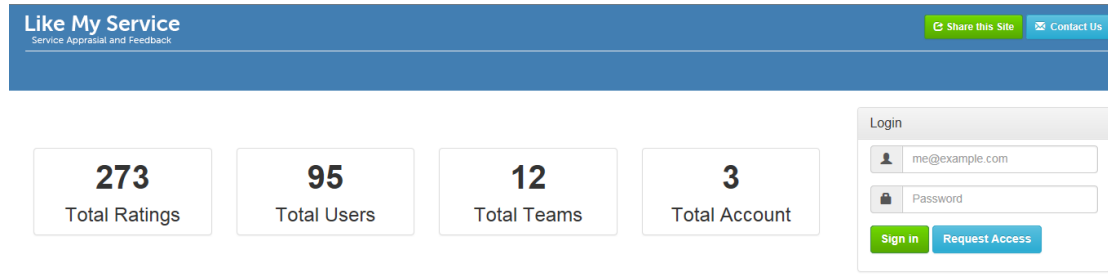


The screenshot shows the Outlook 'Signatures and Stationery' window. The 'Edit signature' section contains the following text:
Todd Dillon
Software Product Manager
SSO, Password Reset, WordForge and Infrastructure
[Click here to view our product catalog](#)
Dell Services | Software Services & Infrastructure
Work Cell 2 224 570 0790
Like my service?
A red arrow points to the 'Like my service?' graphic, with the instruction: "2. Copy Like My Service graphics and paste here". Another red arrow points to the link icon in the signature toolbar, with the instruction: "3. Highlight graphics and click on the link icon - enter in the link you received from email in to address field then click OK".

Please contact our support team at DL-LikeMyService_Support@dell.com if you have any question!

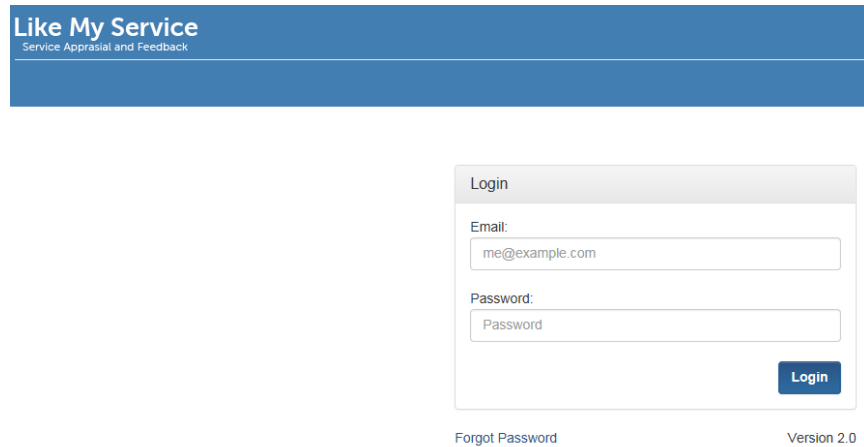
Regards,
Like My Service Team.

Once a user has credentials established they can login either at the Home Page Login section <https://likemyservice2.us.dell.com/> by entering their user name and password



The screenshot shows the top navigation bar with the site name "Like My Service" and the tagline "Service Appraisal and Feedback". On the right, there are links for "Share this Site" and "Contact Us". Below the navigation bar, there are four statistics cards: "273 Total Ratings", "95 Total Users", "12 Total Teams", and "3 Total Account". To the right of these cards is a "Login" form with fields for "Email" (containing "me@example.com") and "Password", and buttons for "Sign in" and "Request Access".

Or by going directly to this link to the login screen <https://likemyservice2.us.dell.com/login>

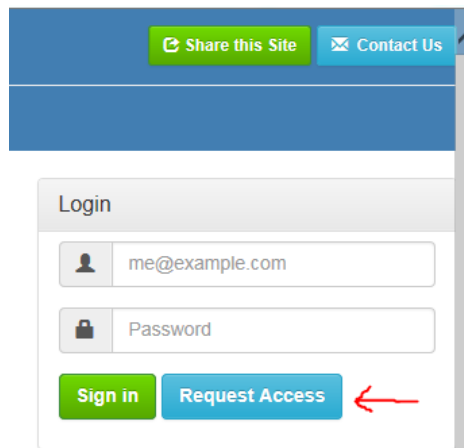


The screenshot shows the direct login screen. It features the "Like My Service" header with the tagline "Service Appraisal and Feedback". Below the header is a "Login" form with fields for "Email" (containing "me@example.com") and "Password". A "Login" button is located at the bottom right of the form. Below the form, there are links for "Forgot Password" and "Version 2.0".

4.2 Add a New Team to Like My Service

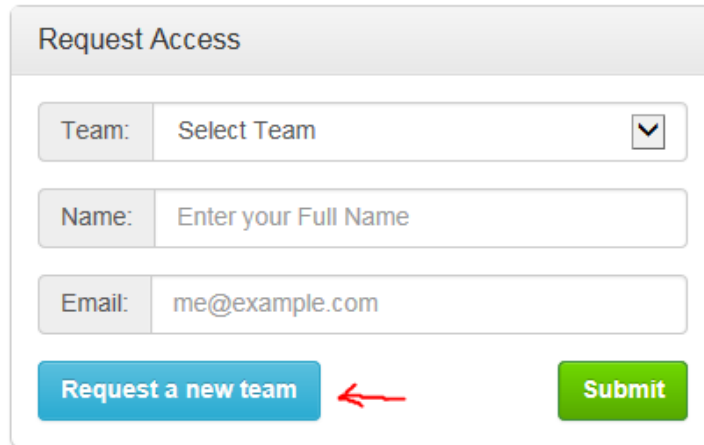
Like My Service access is architected to add users into the system by identifying them with a specific team. During the creation process users will be added under their respective team with a designated team manager. If a New Team needs to be created in Like My Service, the team's manager or a team member should request a new team following the steps below.

- 1) From the Like My Service Home page (<https://likemyservice2.us.dell.com/>) click the "Request Access" button.



This is a close-up screenshot of the login form. It shows the "Email" field with "me@example.com" and the "Password" field. Below the fields are two buttons: "Sign in" (green) and "Request Access" (blue). A red arrow points to the "Request Access" button.

- 2) Leave the Team, Name and Email fields blank & click the **Request a new team** button.



Request Access

Team: Select Team

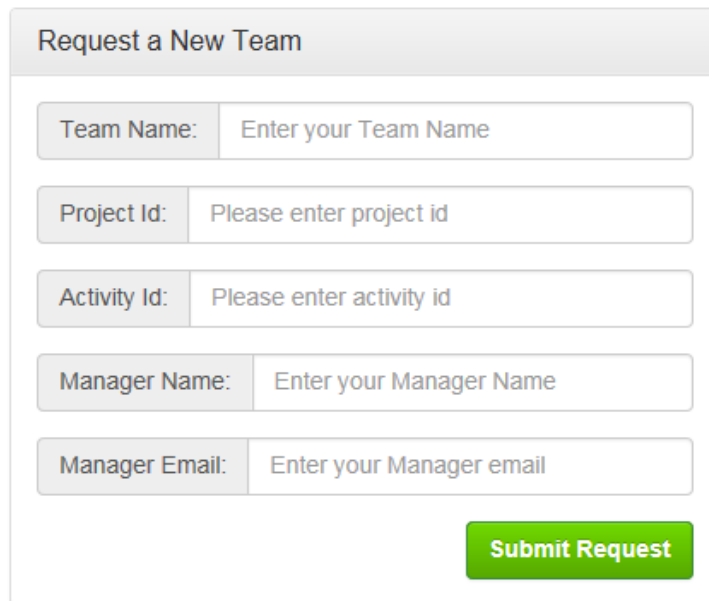
Name: Enter your Full Name

Email: me@example.com

Request a new team

Submit

- 3) Fill out the **Request a New Team** form:
- Team Name: (Usually reflective of what the team is called in the organization)
 - Project Id: (Valid Billable PID)
 - Activity Id: (Valid Billable AID)
 - Manager Name: (Person managing the team or Account)
 - Manager Email:



Request a New Team

Team Name: Enter your Team Name

Project Id: Please enter project id

Activity Id: Please enter activity id

Manager Name: Enter your Manager Name

Manager Email: Enter your Manager email

Submit Request

- 4) Click **Submit Request** button
- 5) An automated email message from the Like My Service site will be sent to the tool administrator who will review and approve the request. Following the approval the site administrator will take the necessary actions to trigger an automated email to the manager of the team. The email will contain access information and instructions on how to access the Like My Service dashboard to view feedback.

Below are examples of the Manager and User Dashboards:

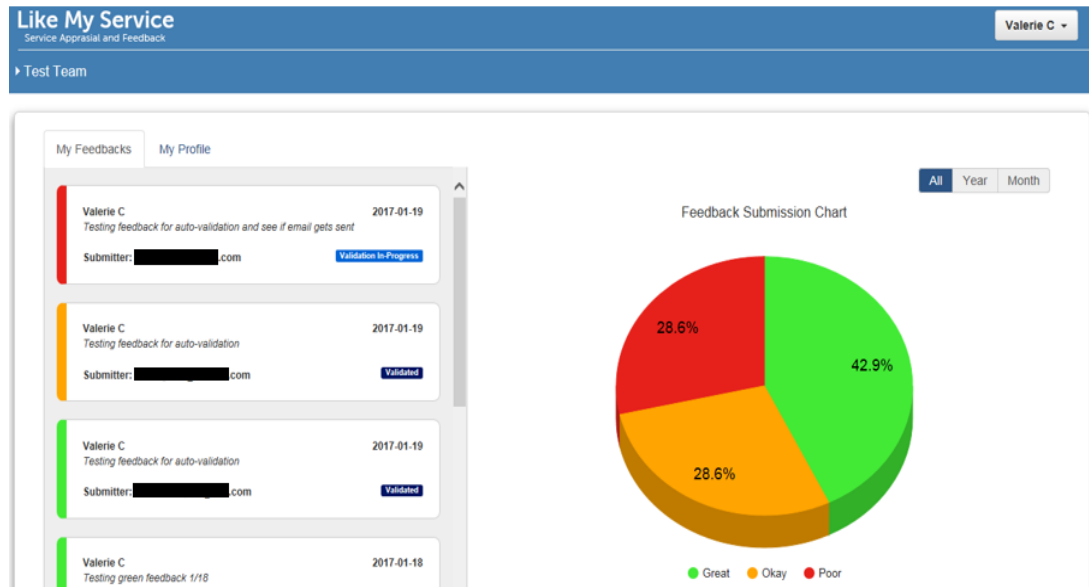
4.3 Dashboards

4.3.1 User Dashboard View:

After logging in users will be able to view their personal feedback left in the **My Feedbacks** tab & view the ratings metrics in a pie chart.

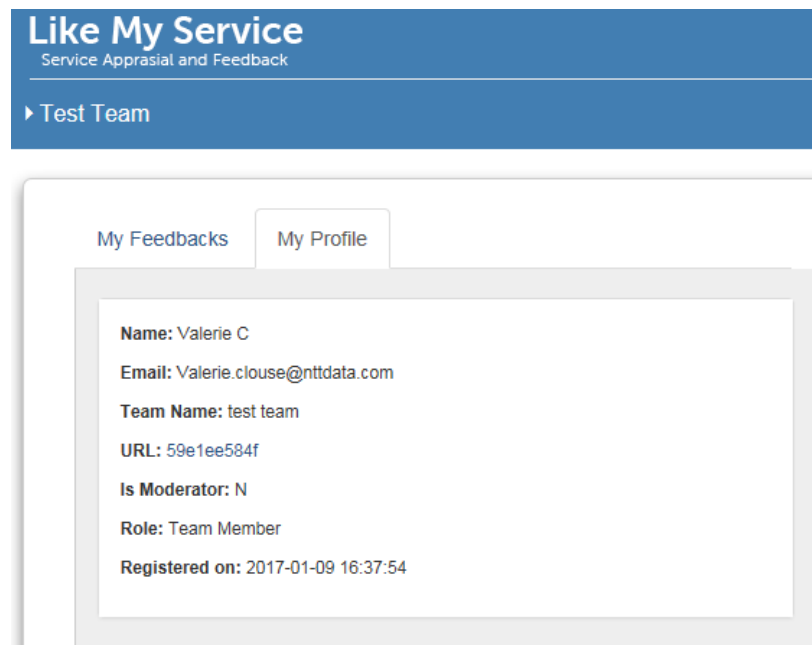
4.3.1.1 My Feedbacks

In the **My Feedbacks** tab users will see feedback left by customers in the table and can check if the feedback has been validated.



4.3.1.2 My Profile

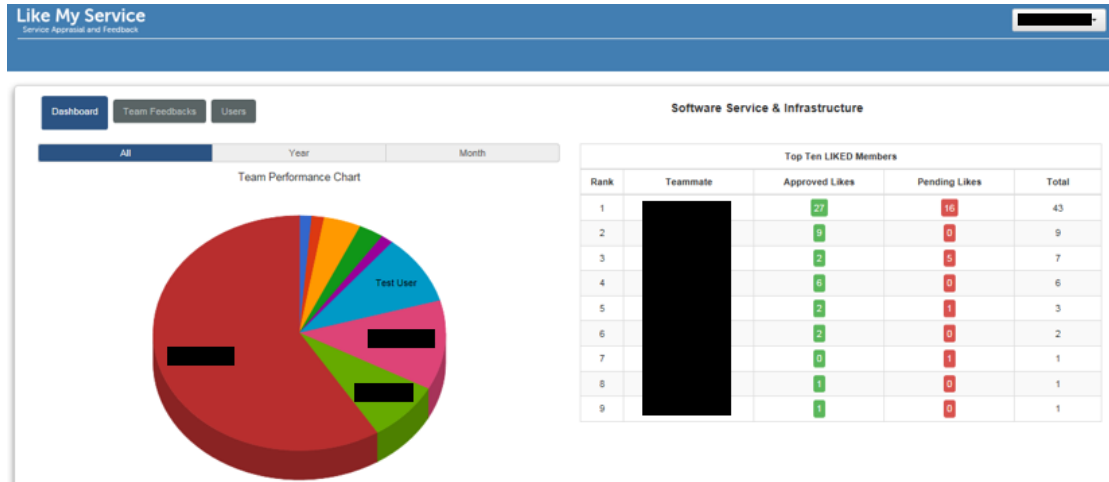
In the **My Profile** tab users will see an overview of their personal information.



4.3.2 Manager Dashboard View:

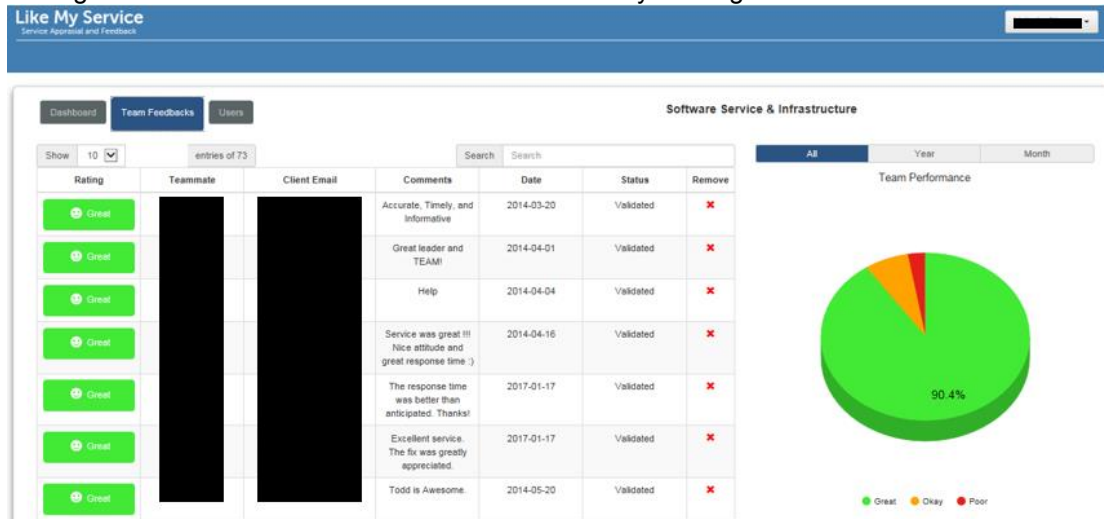
4.3.2.1 Dashboard

After logging in managers can view a pie chart of their teams collected feedback count at the **Dashboard** tab and top 10 team members list.



4.3.2.2 Team Feedbacks

Managers can view their team's collective feedback by clicking the **Team Feedback** tab.



Tabs have been added for changing the view options: "All, Month, Quarter and Year". Managers can click on the tabs to view the desired data.

Reporting: The information collected in the table can be extracted using the **Export to Excel** button at the bottom of the table.

4.3.2.3 Users

Managers can manage their team members' data by clicking the **Users** tab.

Management of team member data from the **Users** tab includes the following functions:

- 1) Add Team Member
- 2) Remove Team Member
- 3) Reset Team Member Password
- 4) Update/Edit Team Member Name & Email
- 5) Search for Team Members
- 6) Select how many entries to view on the page (10/25/50/100)
- 7) View team members individual feedback tokens
- 8) Sort Team Member list
- 9) Export to Excel - Report

Like My Service
Service Appraisal and Feedback
Valerie Clouse

Dashboard Team Feedbacks **Users** Software Service & Infrastructure

Show 10 entries of 19 [Add User](#) Search Search

Name	Email	Moderator	Created	URL	Actions
Todd Brillon	todd_brillon@dell.com	N	2014-03-02 23:50:50	7406a06f62	
Todd Brillon	tbrillon@gmail.com	N	2014-08-26 05:35:15	db774ed9cf	
Timm Getts	Timm_Getts@Dell.com	N	2014-03-19 04:34:49	478dfds8eb	
Valerie Clouse	valerie_clouse@dell.com	Y	2014-03-19 04:49:46	70ab671545	
Rob Gray	rob_gray@dell.com	N	2014-03-19 04:50:13	0e6e0b03c0	
Laura Sellers	laura_sellers@dell.com	N	2014-03-19 21:50:36	d92a8da38f	
Rohit Singh	Rohit_Singh11@Dell.com	N	2014-08-05 22:32:43	b85cd06427	
Ujwal Saxena	Ujwal_Saxena@Dell.com	N	2014-08-27 07:36:07	0b99c2e466	
Michael Cox	Michael_Cox@Dell.com	N	2014-08-27 07:35:36	230c570cbb	
Deepak Sharma	Deepak_K_Sharma@Dell.com	N	2014-05-22 22:47:34	682b306ae4	

Export to Excel

To Logout click the user name at the top right header to open dropdown and click **Logout**

Like My Service
Service Appraisal and Feedback
Valerie C

Test Team [Logout](#)

4.4 How feedback is Received & Validated

After setting up Like My Service access users will need to add the **Like My Service** graphic and link attached to their email signature (steps for setting up the email signature are provided in the *Setting up Like My Service Access* section of this document).

Example email signature:

Test User | Service Guide – Customer Satisfaction
test.user@testemail.com | o. +1.555.555.5555

Software Services & Innovation
NTT DATA Services, LLC
Consulting | Industry Solutions | Digital

Like my service?

Learn more:



Customers desiring to provide feedback can click the **Like My Service?** link in the email signature and will be directed to the Like My Service feedback web-based form.

(Note: This page can be customized in the header with account specific logo and graphics if an Account Site is enabled in Like My Service. For more info refer to the *Account Site Setup* section)

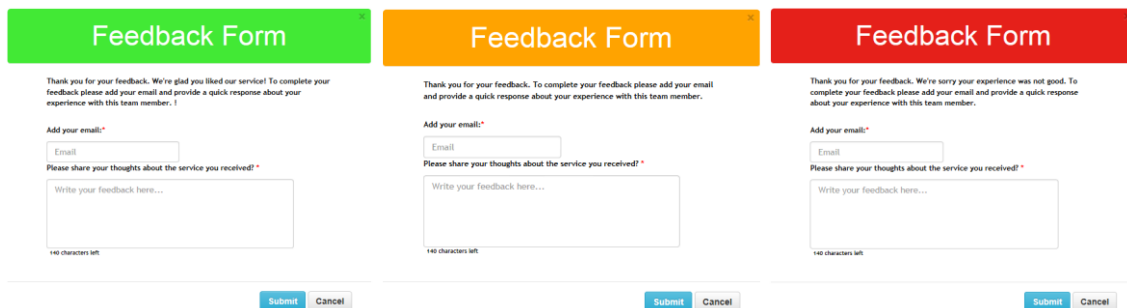
An example of the feedback form is below.

Thank you for taking the time to leave feedback for the work performed by **Valerie C.**

Please enter your email and provide a brief explanation of your experience with this team member.



By selecting an icon the corresponding feedback form will appear for the customer to fill out and submit.

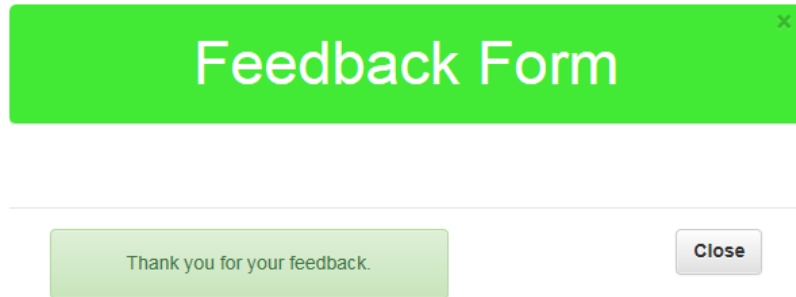


Feedback left by an nttdata.com email domain user will be automatically validated.

Feedback left by a customer whose email domain has been added to the Like My Service white_list will be automatically validated.

- Adding customer email domains to the white_list can be done by submitting a request via email to the Like My Service team at DL-LikeMyService_Support@dell.com

After Feedback is submitted a matching color message will appear like the following example:



Feedback left by someone that does not use a company email or a white_listed email domain will be required to follow the below validation process to verify that the feedback is authentic.

An email will be sent to the submitter asking them to **validate** the Feedback with the following verbiage:

Hello,

Thank you! We are honored to have received your comments for one of our team members.

In an effort to authenticate your submission, please use this [validation link](#) to confirm that you provided the feedback for <user validated>. If you did not submit any feedback for <user validated>, please disregard the validation request and use the [Contact Us](#) form to let us know.

Thank you for using Like My Service.

Once the validation is performed the customer will see the message below after being directed to the Like My Service URL site:

Thank you! Your Feedback submission has now been validated.

Additionally, users will receive a notification email to let them know that new feedback has been submitted for them. The email to the user will look similar to the one shown here:

From: Like My Service [<mailto:testvarun@dell.com>]
Sent: Thursday, January 12, 2017 10:08 AM
To: DL-LikeMyService Support <DL-LikeMyService_Support@Dell.com>
Subject: LMS - Feedback received

[Email Alert - LMS - Feedback received](#)

[Email : testvarun@dell.com](mailto:testvarun@dell.com)

[Comments : test feedback from .86 server. Please ignore this email](#)

4.5 Progression of Validation Status

Feedback is auto-validated for any feedback left by users who have an NTTData internal email address. For example, if you are an NTTData employee and you leave feedback for another internal employee, the feedback is automatically validated. No further actions are needed.

Feedback is auto-validated for any feedback left by customers whose email domain has been added to the Like My Service white-list. No further actions are needed for validation. (To add a customer's email domain to our white-list please use the **Contact Us** button on the Like My Service homepage and enter the details into the Feedback form or alternately you can email our team directly at DL-LikeMyService_Support@dell.com with the details.)

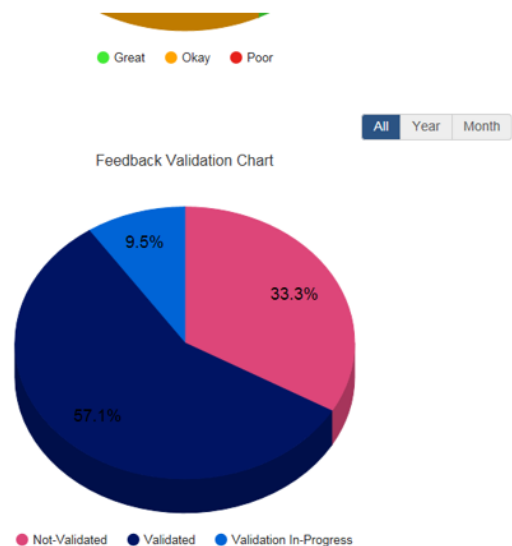
For any non-NTT Data employees and non-whitelisted customer email domains, such as those using a public email service like @yahoo.com or @gmail.com for example will follow the manual validation process, which uses the below status progression flow. As part of the manual Validation process of received feedback the system tracks the validation by its status.

Below is a listing of each status and its meaning:

Validation Status	Meaning
Validation In-Progress	Waiting on customer to validate the Like they gave. The customer still needs to click the Like Validation link in the automated validation email they received.
Validated	Customer has completed the validation and has clicked the Like Validation link from the automated email.
Not Validated	This status appears if there is no validation response after 1 week the status is automatically updated from Validation In-Progress to Not Validated

Example where the status is showing “Validation In-Progress”, “Not Validated” & “Validated”:

The screenshot shows a list of feedback entries from Valerie C. The first entry, dated 2017-01-18, is 'Testing green feedback 1/18' and has a 'Validation In-Progress' status. The second entry, dated 2017-01-11, is 'Leaving red individual feedback with yahoo.com email to check if auto-validation occurs' and has a 'Not-Validated' status. The third entry, also dated 2017-01-11, is 'Leaving red individual feedback with dellteam.com email to check if auto-validation occurs' and has a 'Validated' status. The interface includes a 'Show' button, a dropdown menu set to '25', and a note that there are 'entries of 21'.



If for some reason feedback is required to be deleted a user should contact their team manager who has the ability to remove feedback at their discretion.

If the manager opts to remove feedback an automated email is sent to the user to let them know that a feedback has been deleted.

Note: Once feedback is deleted it is only recoverable by request. Administrators of Like My Service can restore feedback that was accidentally deleted up to 30 days from deletion if a request is sent to Like My Service Support via email at DL-LikeMyService_Support@Dell.com. After 30 days the deleted feedback is purged from the Like My Service database.

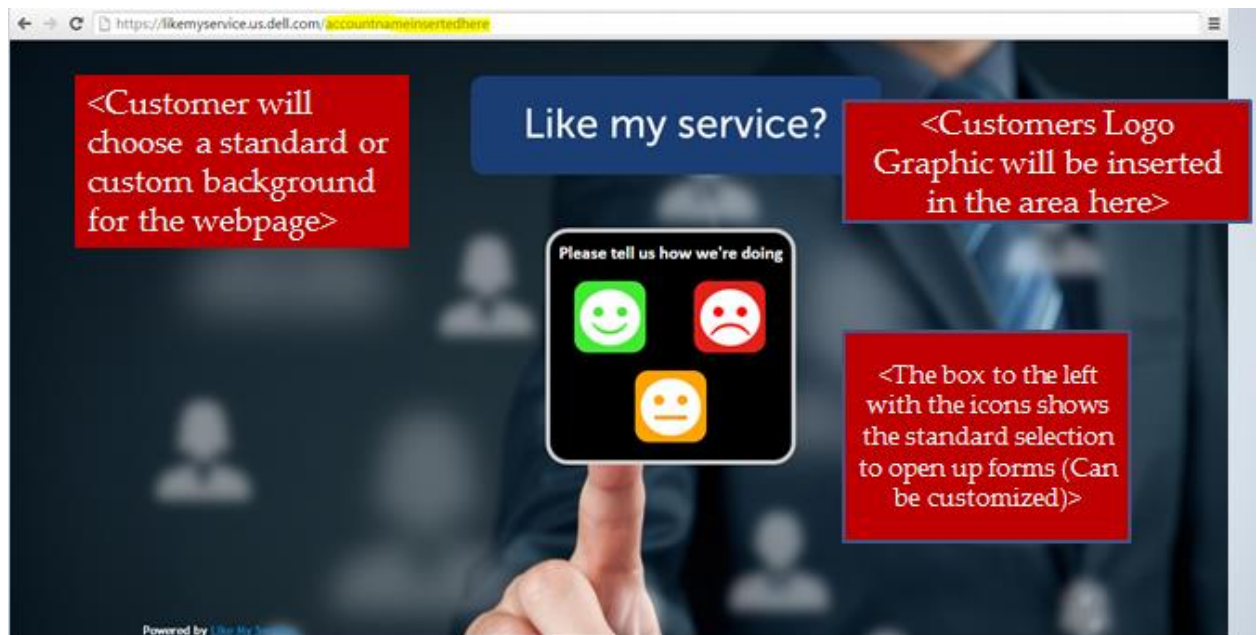
4.6 Account Site Setup

New functionality has been added for Account Site creation which is used to collect feedback externally for an Account that includes a designated Account specific URL and works most efficiently when tied to a ticketing system where the URL is linked and customers are directed. This is an option that can be added in addition to the standard Team Site.

The difference between the Team and Account feedback:

- The Team feedback allows managers to view and manage NTT Data (Internal) team member feedback for the manager's individual team. The Team feedback is collected via the team member's personal Like My Service link and then stored in the Team Feedback table of the Manager's Dashboard.
- The Account Site is set up as a designated URL for collecting feedback from (External) Account based customers via forms that are located on the landing page of the website. The URL to the Account site is typically linked to an ITSM ticketing system like ServiceNow or Remedy. The Account Site allows managers to view and manage feedback that is collected from the Manager's Dashboard in the Account Feedback table.

The snapshot below shows an example of what a Like My Service Account Site URL looks like.



When a customer clicks one of the icons great/okay/poor, a form will appear with questions similar to a CSAT survey which is used to collect feedback from the customer about their experience. There is a set of standard "Default" questions, but these can be customized dynamically by a user and/or manager with **Moderator** role added.

4.6.1 Moderator role

Managers and/or Users with **Moderator** role and with Account Feedback option enabled will see a link at the top right header under their login name that says **Survey Forms**.

The **Moderator** role is added by request from the team manager and can be given to themselves or any designated person on the team. Ask for **Moderator** role by emailing the Like My Service support team at DL-LikeMyService_Support@dell.com

The screenshot shows the 'Users' management page for the 'test team'. The table lists three users: Valerie C, test manager, and V Clouse. The 'test manager' user has a yellow 'M' in the 'Moderator' column. In the top right corner, a dropdown menu for 'test manager' is open, showing a 'Survey Forms' link with a plus icon, and a 'Logout' option.

Name	Email	Moderator	Created	URL	Actions
Valerie C	[REDACTED]	N	2017-01-09 16:37:54	59e1ee584f	[Edit] [Lock] [Delete]
test manager	[REDACTED]	Y	2015-11-26 03:35:24	c7bf0b7c1a	[Edit] [Lock] [Delete]
V Clouse	[REDACTED]	N	2017-01-15 14:22:21	474cbb255e	[Edit] [Lock] [Delete]

Managers with Account Feedback feature enabled will see an additional tab called **Account Feedback** where feedback left at the Account Sites URL is collected for review by the manager.

The screenshot displays the 'Account Feedback' section. On the left is a table of feedback entries. On the right is a 3D pie chart showing the distribution of ratings: Great (66.7%), Okay (22.2%), and Poor (11.1%).

Rating	Date Submitted	Contact	Status	Details	Remove
Okay	2017-01-08	Yes	Acknowledged	[Details]	[Remove]
Great	2017-01-08	No	Completed	[Details]	[Remove]
Poor	2017-01-09	Yes	In-Progress	[Details]	[Remove]
Great	2017-01-09	No	Received	[Details]	[Remove]
Great	2017-01-11	No	Received	[Details]	[Remove]
Great	2017-01-11	No	Received	[Details]	[Remove]
Great	2017-01-11	No	Completed	[Details]	[Remove]

By clicking the **Survey Form** link the questions settings page will appear for Great/Okay/Poor forms. This is where updates to the form questions are managed if needed.

This screenshot is similar to the previous one, showing the 'Account Feedback' page. The 'Survey Forms' link in the top right header is highlighted with a red arrow, indicating it is the link to be clicked to access the questions settings page.

Below is a snapshot of the Survey Forms page where questions are customized if needed.

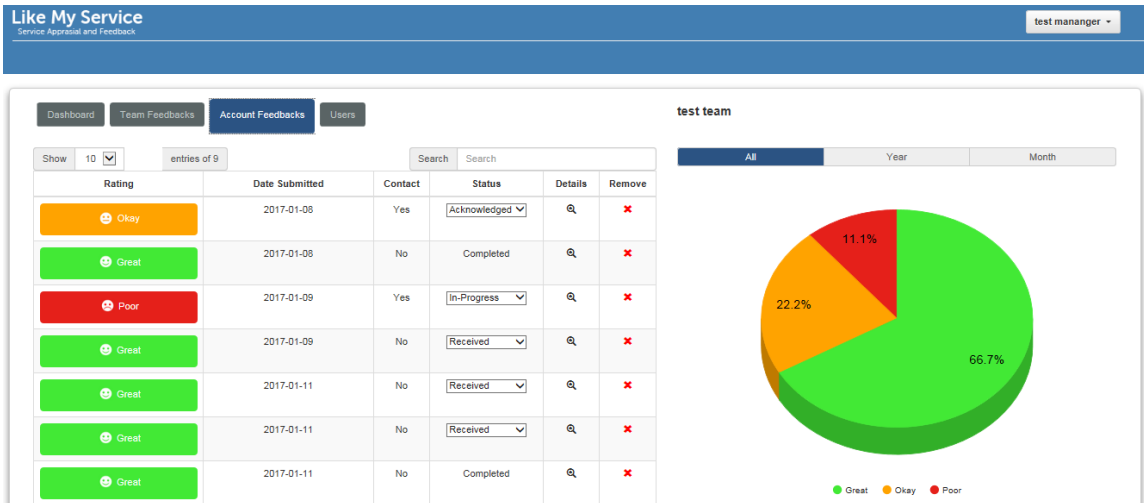
The “Default” **Layout Type** is what the questions are set to automatically when an Account Site is created.

The **Preview** button is available for managers to see what the form layout will look like on their sites URL page. Layout Type of Default will be the view that the customer sees unless Custom questions are prepared.

The snapshots below show the “Default” question forms from the Customer perspective:

4.6.2 Account Feedback table

The customer will fill out the form and click **Submit**. This response to the survey is then sent to the Managers **Account Feedback** table and is then made visible and actionable. The team manager is notified when an Account Feedback is submitted by a customer. The manager would login to the application and visit the **Account Feedback** tab to view the feedback left by the customer.



If custom questions are desired rather than the default, the follow steps should be taken:

- 1) Choose the Layout Type “**Custom**” from the dropdown

Great Okay Poor

Layout Type: Custom

Question Text	Response Type	Display Position	Optional	Hide	Remove
Would you like to leave a comment?	Free Form Text	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

+ Add Questions (max 3 additional questions) * Please mouseover column headings for details

Preview Save

- 2) Click the **+Add Questions** button (moderator can add up to 3 more questions + the default)
- 3) Questions can be removed/deleted by clicking the “X” in the **Remove** column.
- 4) After questions are added pick a “Response Type” that aligns to the question for how you want the customer to respond.
 - a. Free Form Text – Allows customers to enter text into an empty text box
 - b. Satisfied/Neutral/Unsatisfied (Radio buttons are provided to customer)
 - c. Yes/No (Radio buttons are provided to customer)

Great Okay Poor

Layout Type : Custom

Question Text	Response Type	Display Position	Optional	Hide	Remove
Would you like to leave a comment?	Free Form Text	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Was the service you received exceptional?	Yes/No	1	<input type="checkbox"/>	<input type="checkbox"/>	✘

+ Add Questions (max 2 additional questions) * Please mouseover column headings for details

Preview Save

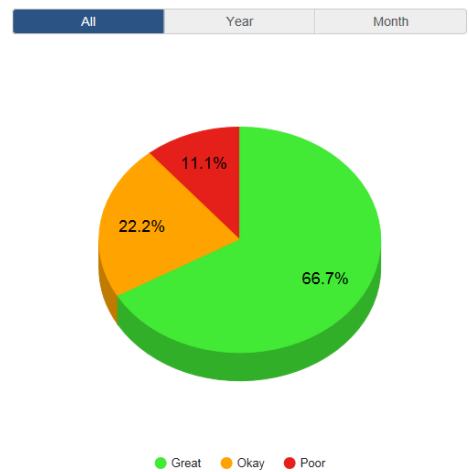
- The order of the questions can be adjusted using the **Display Position** numbering.
- Click **Preview** to see what the form layout will look like on their sites URL page, prior to saving/publishing the updates.
- Once updates are satisfactory, click **Save**. The form revisions are automatically published and will be reflected real-time at the Accounts Feedback URL site.

Note: If verifying at the Account Sites URL page, please use the **F5 key** to refresh the screen if needed to see the updates made.

To reiterate, when the customer submits their response to the survey it is sent directly to the Managers **Account Feedback** table and is then made visible and actionable. The team manager is notified when an Account Feedback is submitted by a customer. The manager would login to the application and visit the **Account Feedback** tab to view the feedback left by the customer.

Show 10 entries of 9

Rating	Date Submitted	Contact	Status	Details	Remove
Okay	2017-01-08	Yes	Acknowledged	🔍	✘
Great	2017-01-08	No	Completed	🔍	✘
Poor	2017-01-09	Yes	In-Progress	🔍	✘
Great	2017-01-09	No	Completed	🔍	✘
Great	2017-01-11	No	Completed	🔍	✘
Great	2017-01-11	No	Completed	🔍	✘
Great	2017-01-11	No	Completed	🔍	✘
Great	2017-01-11	No	Completed	🔍	✘
Okay	2017-01-11	Yes	Received	🔍	✘



Clicking the **“More Details”** icon in the **Details** column will show an expanded view with the details about the questions asked and the response.

Note: All Great (Green) feedback updates automatically to **Completed** status in the manager table and no actionable items are presented. Okay (Yellow) and Poor (Red) feedback will have a status transition feature activated.

It is the responsibility of the Team Manager to update the transition status for Yellow and Red feedback. The purpose of the status transition is to allow Managers track their activity in handling the response.

- 1) Initial status = Received
- 2) Acknowledged
- 3) Working = In-Progress
- 4) Completed

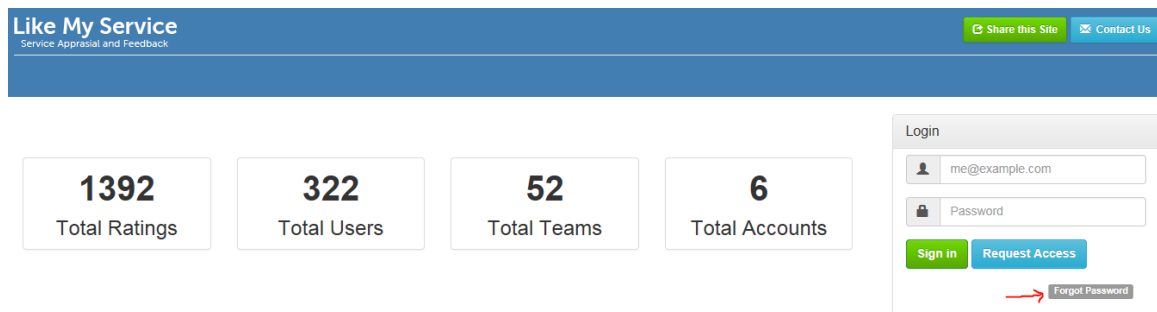
Reporting: The information collected in the table can be extracted using the **Export to Excel** button at the bottom of the table.

HOW TO ADD THE ACCOUNT FEEDBACK FEATURE:

To request an Account Site setup and custom account URL please contact the Like My Service Support team by sending an email to DL-LikeMyService_Support@Dell.com

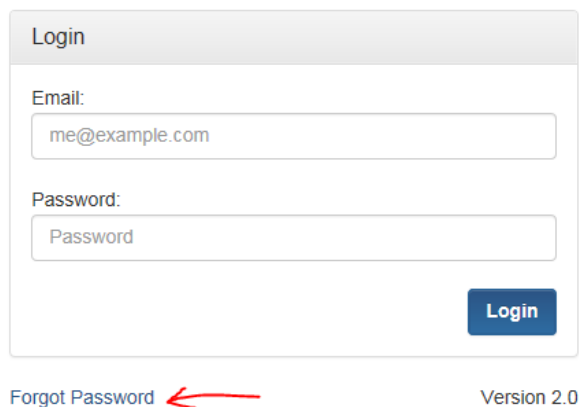
4.7 How to Reset Like My Service Password

- 1) Go to the Like My Service Login URL: <https://likemyservice2.us.dell.com/>
- 2) Click the **Forgot Password** link located at the bottom of the Login box.



The screenshot shows the 'Like My Service' dashboard. At the top, there's a blue header with the logo and navigation links. Below the header, there are four white boxes with statistics: '1392 Total Ratings', '322 Total Users', '52 Total Teams', and '6 Total Accounts'. To the right is a 'Login' form with fields for 'Email' (containing 'me@example.com') and 'Password', and buttons for 'Sign in', 'Request Access', and 'Forgot Password' (indicated by a red arrow).

Or click **Forgot Password** from the main Login screen:



The screenshot shows the 'Forgot Password' form. It has a title 'Login' at the top. Below it are two input fields: 'Email:' with 'me@example.com' and 'Password:' with 'Password'. A blue 'Login' button is at the bottom right. Below the form, there is a 'Forgot Password' link with a red arrow pointing to it, and the text 'Version 2.0' is at the bottom right.

This form will appear:

Forgot Password

Please enter your email id & click submit.

Your Email:*

Submit Cancel

- 3) Type your Like My Service registered email address into the form.
- 4) Click the **Submit** button
- 5) You will receive an automated email from Like My Service with a temporary password, see sample email below:

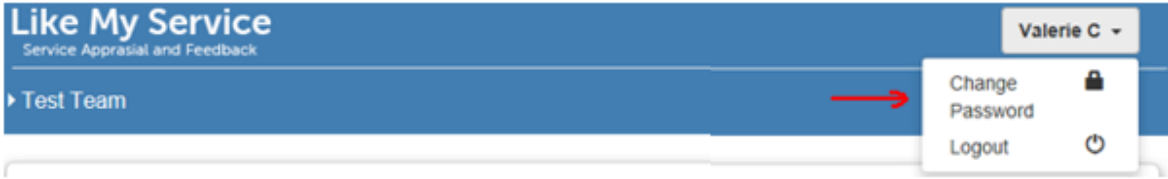
Dear User,

Your password has been reset.
Please use the following data as your new credentials.

URL: <https://likemyservice/>
Username: test.user@nttdata.com
Password: 8935c26a

If you have any questions about this feedback tool, please contact DL-LikeMyService_Support@Dell.com
Thank you for using LIKE My Service.

- 6) Use the link provided in the email and type in your username and temporary password.
- 7) Click the "Sign In" button.
- 8) Once you are logged into the dashboard you can modify your password, using the **Change Password** selection located at the user login dropdown, as shown below.



Fill out the **Change Password** form and click **Save**.

Change Password

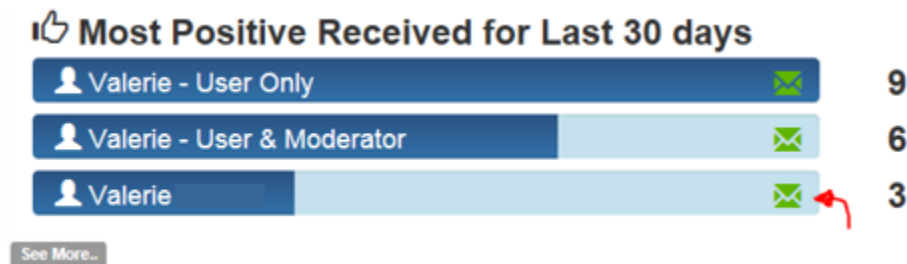
To change password please fill the form below:

Current Password:*	<input type="text" value="Enter current password"/>
New Password:*	<input type="text" value="Enter new password"/>
Confirm Password:*	<input type="text" value="Confirm new password"/>

By clicking the Save button below your password will be updated.

4.8 Function of the Congratulate User link

The Congratulate User (green email icon) function on the Like My Service Homepage allows others to easily send Congratulations to a user who is doing a good job. To congratulate a user just click the green email icon next to the person's name.



A form will appear to enter your email address with two options 1) send the default message of "Compliments! You have received a congratulation for your remarkable volume of feedback. Keep up the great work!" or 2) you can create your own custom message to the user by typing in the Message text box.

Congratulate User ✕

To congratulate this user please provide your email address in the box below:

Add your email:*

Message:*

Compliments! You have received a congratulation for your remarkable volume of feedback. Keep up the great work!

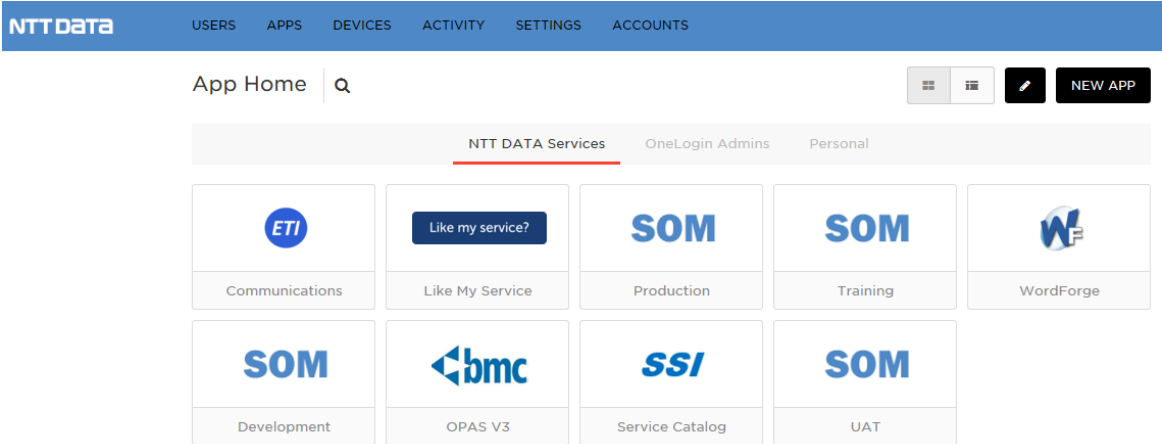
By clicking the Send Message button below your message will be sent to the user.

When done, click the **Send Message** button. The user will receive your congratulations message via email.

4.9 OneLogin access to Like My Service

For users that are set up in the OneLogin tool, Like My Service application access has been added to the SSO capabilities. Access to Like My Service is simplified using this feature if the user is part of the OneLogin database.

The snapshot below shows an example of the OneLogin application home page where access to Like My Service has been added.



4.10 Contact Us - Provide Site Feedback or Report Issues

There may be times that a user would like to provide feedback about the site, to make enhancement suggestions for the site or report functional or performance issues that were experienced while on the site. The best way to communicate these items is to submit feedback using the Contact Us button and filling out the form.

From the Home Page <https://likemyservice2.us.dell.com/> of the Like My Service Website there is a Contact Us button at the top right of the page. Click the **Contact Us** button.

The screenshot shows the top navigation bar of the Like My Service website. On the left, the logo reads "Like My Service" with the tagline "Service Appraisal and Feedback" below it. On the right, there are two buttons: "Share this Site" and "Contact Us". A red arrow points to the "Contact Us" button. Below the navigation bar, there are four statistics boxes: "287 Total Ratings", "100 Total Users", "15 Total Teams", and "6 Total Accounts". To the right of these boxes is a "Login" form with fields for "me@example.com" and "Password", and buttons for "Sign in", "Request Access", and "Forgot Password".

After clicking the Contact Us button a form will popup:

- Please indicate the Message Type to let us know if you want to “Provide Feedback” about the site or if you want to “Report a Problem” with the site functionality or performance. Pick the radio button that matches the reason you are contacting us. Add your message and click **Submit**. The Like My Service team will be notified via email with your message.

The screenshot shows a "Contact Us" popup form. The title "Contact Us" is displayed in a large blue box at the top. Below the title, there is a message: "Please send us your thoughts or suggestions about the Like My Service site or report any functionality issues you encounter with the site." The form includes a required field for "Add your email:" with a text input box labeled "Email". Below this is a "Message Type:" section with two radio buttons: "Feedback" and "Report a Problem". There is also a required "Message:" field with a large text area labeled "Write your feedback here...". At the bottom of the form, there is a disclaimer: "By clicking the submit button below your message will be sent to our support team." and two buttons: "Submit" and "Cancel".

The submitter will receive the following message when Feedback has been successfully submitted. **“Your message submitted successfully.”**

Both the submitter and the Like My Service Administrators will be notified via email of the Feedback. The Feedback is also stored and managed in the Administrator's Feedback table.

Dear User,

Thank you for submitting your feedback.

Message: Your new site is awesome!

Regards,
Like My Service Team

4.11 'Share this site' Feature

There may be times that a user would like to share the Like My Service site with others and invite them to take advantage of the great features offered. The easiest way to do this is from the Home Page <https://likemyservice2.us.dell.com/> of the Like My Service site.

Click the **Share this Site** button at the top right of the page and then complete the short form.

The screenshot shows the top navigation bar of the 'Like My Service' website. The header includes the site name 'Like My Service' with the tagline 'Service Appraisal and Feedback'. On the right side of the header, there are two buttons: 'Share this Site' (highlighted with a red arrow) and 'Contact Us'. Below the header, there are four statistics boxes: '275 Total Ratings', '99 Total Users', '15 Total Teams', and '6 Total Account'. To the right of these statistics is a 'Login' form with fields for 'me@example.com' and 'Password', and buttons for 'Sign in' and 'Request Access'.

Below is an example of the short form for sharing the Like My Service site.

Share Site

If you'd like to share this site with a colleague, please fill out the form below:

Your Name:*	Your Email:*
<input type="text" value="Your Name"/>	<input type="text" value="Your Email"/>
Recipient's Name:*	Recipient's Email:*
<input type="text" value="Recipient's Name"/>	<input type="text" value="Recipient's Email"/>

By clicking the Send Message a message will be sent to the user.

An email notification inviting the colleague to visit Like My Service will be sent to the recipient and a confirmation email will be sent to the sender to notify them that the message was sent successfully.

5 Document Information

Copyright

This documentation is the property of NTT Data Services, LLC and contains confidential and/or proprietary information of NTT Data Services, LLC. It shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this document. Review of this material is considered acceptance of this Disclosure Protection Notice.

For Internal Use Only

NTT Data Services, LLC, the NTT Data logo, and NTT Data Services products and services are trademarks or registered trademarks of NTT Data Services, LLC. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and/or the names of their products. NTT Data Services, LLC disclaims proprietary interest in the marks and names of others.

©Copyright 2017 NTT Data Services, LLC. All rights reserved.

Document Information

Filename:	Services_Like My Service Tutorial_v2.0.docx
Owner:	Software Services & Innovation

Document Control

Version	Date Changed	Completed By	Description of Changes
0.1	01/28/2015	V.C.	Initial draft version
0.2	02/04/2015	V.C.	Minor Revisions: Added Section on form for submitting Feedback or Problems regarding the site.
0.3	02/17/2015	V.C.	Minor Revisions: Added Section on status transition, instructions for managers to add users, and exporting feedback to Excel.
0.4	02/24/2015	V.C.	Minor Revisions: Added more snapshots for status transition, updated instructions for creating new team and requesting access based on changes to form.
0.5	04/08/2015	V.C.	Minor Revisions: Added functionality of new form for Congratulate User on Leaderboard, added rollback of accidentally deleted feedback, and added password reset updated snapshots
0.6	07/21/2015	V.C.	Minor Revisions: Added snapshot of new tabs on Mgr Dashboard Pie Chart for new view options and new Export to Excel option on team performance table.
1.0	07/21/2015	V.C.	Revision: Added new Like My Service graphic to all related screen captures.
1.1	9/11/2015	V.C.	Reporting & CSAT Dashboards & new Like My Service graphics
1.2	12/17/2015	V.C.	Added Account Site Setup & OneLogin Access
1.3	02/09/2016	V.C.	Added Site Settings details & Revised wording to make clarification in the verbiage throughout the document
1.4	03/02/2016	V.C.	Revised snapshots where wording was updated from Like to Feedback to allow both pos. & neg. feedback.

Version	Date Changed	Completed By	Description of Changes
1.5	07/18/2016	V.C.	Revised snapshots to generic Account feedback page, removed reference to any specific account.
2.0	01/05/2017	V.C.	Updated all snapshots and verbiage to reflect 2.0 development in the cloud and new document layout.