



Knowledge
Management

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Questionnaire Overview

- Questionnaire fulfillment
- Integrated with Telemarketing and Human Resource Management modules
- Option for web-based deployment of questionnaires
- Question series and attributes for questions
- Multiple responses to same question and free text responses
- Templates for screen graphics and reports
- Time specification
- Execution in sequential or random order
- Statement of self-test or third person
- Result statistics for individuals and groups
- Text and statistical reports
- Questionnaire II Overview
- Planned answer sessions
- Multi-party planning
- Mail integration
- Advanced statistics

Questionnaire web application Overview

- Easy intranet and web deployment



Questionnaire

Presenting Navision Axapta Questionnaire

The Questionnaire solution is a unique tool for data and knowledge collection. It can be used for customer-satisfaction surveys, employee-satisfaction surveys, job development dialog, ethical and environmental measurements, employee or recruitment tests, and in connection with training courses.

A flexible package

The Questionnaire module is divided into four modules:

Questionnaire I – enables design and implementation of questionnaires

Questionnaire II – enables questionnaire planning, advanced statistics gathering, and process integration

Questionnaire integration — enables easy integration with the Navision Axapta Telemarketing module

Questionnaire web application — enables questionnaire to be quickly deployed via intranets and web sites

All together, the Questionnaire solution provides the following key capabilities:

- Easy design and implementation of questionnaires
- Easy integration with telemarketing, human resources, and web solutions in Navision Axapta
- Power statistics and knowledge-analysis capabilities

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To help provide a powerful tool for data and knowledge collection, the Questionnaire solution is fully integrated with relevant functionality in Navision Axapta CRM modules. What's more, the Questionnaire solution can be easily integrated with other Navision Axapta modules.

Easy design and implementation of questionnaires

The Questionnaire solution is designed for quick and easy implementation. No technical experience is needed to deploy a questionnaire. Business managers, human resources personnel, and administrative personnel can design and implement basic questionnaires in a matter of minutes. And because the Questionnaire module supports web integration, questionnaires can be deployed via a corporate intranet as well as public web sites.

Multiple uses

The Questionnaire module is a unique tool for electronic data collection. The module can be used for training and education, satisfaction surveys, ethical and environmental measurements, customer surveys, management and staff testing, and much more.

A tool for designing questionnaires

The Questionnaire module's designer function is constructed for the configuration and administration of questions, questionnaire frameworks, and series of frameworks. The designer function makes it easy to administrate questionnaires, resulting in greater ease of use for those who complete questionnaires.

Support for planning

It is easy to plan questionnaires for employees, contact persons and job applicants. You can plan specifically for one employee or for many. You can choose to send a questionnaire to all members in a specific organization and simultaneously define for whom the test is targeted.

Flexibility with questions and answers

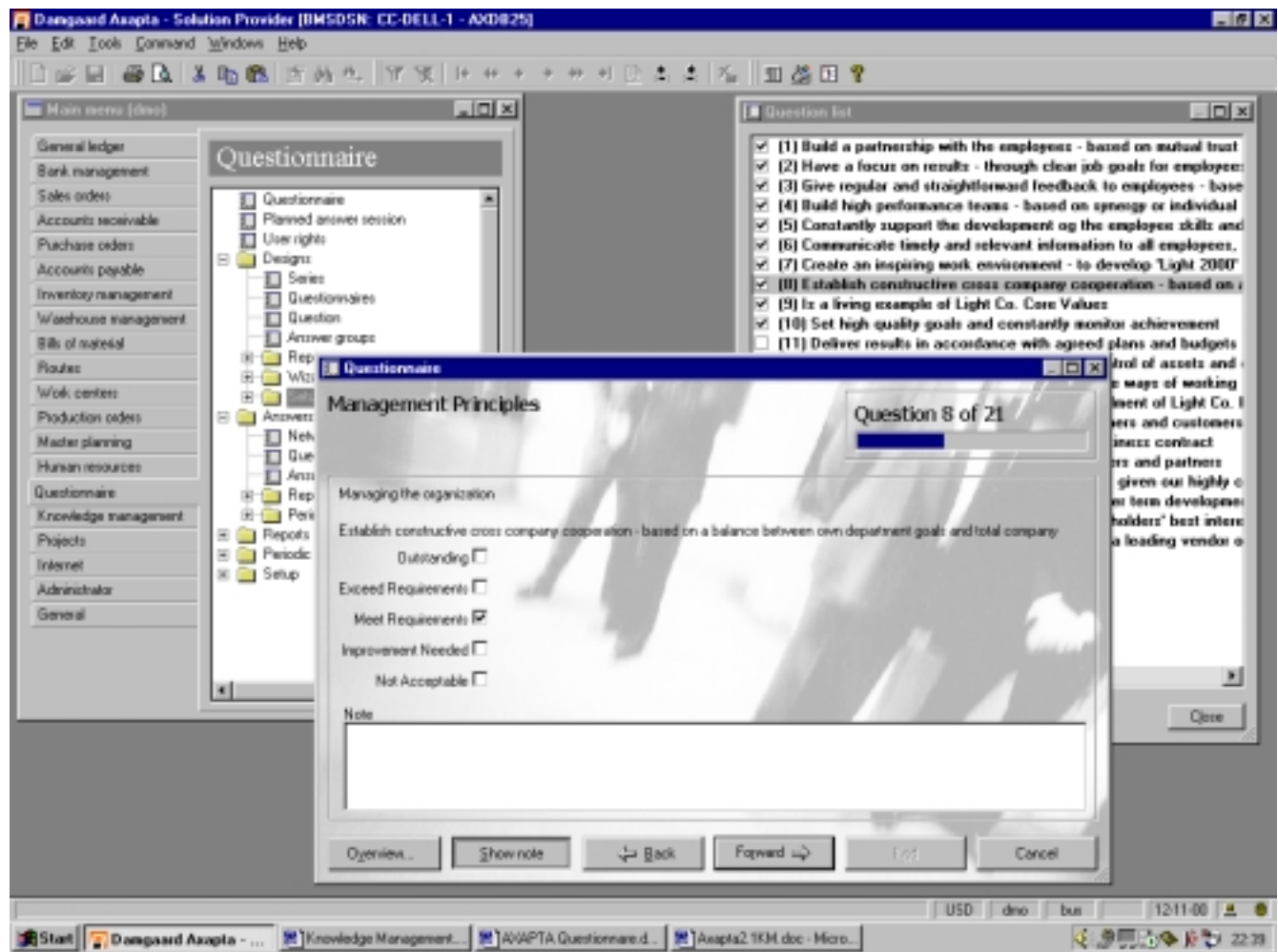
Individual questions can be accompanied by instructions to advise the user. Each question is linked to an answer mode identified by text, date, numeric value or an answer collection. Answer collection criteria are defined by the questionnaire administrator.

Questionnaire development

When designing a questionnaire, the questions can be delivered sequentially or in random order. It is possible to show the percentage of a given questionnaire's questions that should be answered in order to complete the entire questionnaire or to attain a valid result.

User rights

User access rights can be defined for an individual questionnaire recipient, a group of recipients, for one questionnaire, or for a series of questionnaires. User rights also define how many times a person can compete a questionnaire within a defined time period.



There are several very user-friendly features built into the module in order to help make it easy for people to complete questionnaires.

User friendly for questionnaire recipients

There are several very user-friendly features built into the module. These help make it easy for people to complete questionnaires. There is functionality to page back and forth between questions, see an overview of all questions, or go directly to specific questions. It is also possible to enable free-text answers to any type of question.

Easy integration with telemarketing, human resources, and web sites

A number of powerful options are available for delivering questionnaire electronically and integrating questionnaires with activities within sales, marketing, and human resources.

An integrated sales and marketing tool

Questionnaires can be designed and delivered to a set of customers in your customer-contact and

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business relations table. Such questionnaires can be delivered via telemarketers using the Navision Axapta Telemarketing. Or questionnaires can be delivered via the web so that recipients can complete questionnaires themselves.

A versatile human resources tool

Questionnaires can easily be built into your company's Intranet solution for internal surveys. You can also make questionnaires available to job applicants via your corporate web site.

Process integration

Via integration with the Business Process Management module, knowledge collection can be initiated at pre-defined times. This enables collection of feedback at relevant points in a given business process. Using this approach, responding to questions becomes a simple routine for employees, along with other actions that must be carried out.

Mail integration

During the planning and delivery phases of questionnaire development, it is possible to use Microsoft Outlook to email questionnaires participants or to direct them to a place on an intranet where they will find the questionnaire. Specific fields and other questionnaire information can be easily integrated into email messages. These capabilities help make it easy and convenient to electronically implement questionnaires as well as complete questionnaires.

Power statistical and knowledge-analysis capabilities

The Questionnaire solution provides a powerful range of statistical and knowledge analysis capabilities.

Point system for easy analysis

The Questionnaire solution provides the ability to assign point values to questions and answers. The solution provides a wide variety of methods for assigning points. Once questionnaires are completed, the points can be gathered for easier and faster analysis. Results can be used as evaluation of qualifications, advice for employees, or for information about a situation.

Results for groups

Questions can be easily combined in groups so that results can be evaluated for not only specific questions, but also for themes or major topics. Group results can be collected as text answers or alphanumeric values.

Statistical comparisons

It is possible to compare answers related to employees, contact people, applicants, organizational units, courses, job positions, and so on. You also can analyze answers as sum totals, minimum, maximum or averages for comparison purposes.

It is easy to compare one staff member's answers with those of the rest of the organization. It is also easy to compare one organizational unit's answers with the entire organization.

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Easy to generate reports

The Questionnaire module provides a report builder that lets questionnaire administrators easily generate reports. Reports can be detailed and tightly linked to, for example, response points. Or more standardized Response Reports can be generated for individual questionnaire recipients.

Evaluation for courses and training

The Questionnaire can be used to test training course participants. Results can be used to provide quick

feedback to inform participants about areas of strength and weakness. Results can also be provided in total right and wrong as well as in percentages.

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