RAS Application Workflow for Departments

1. Admin user login with the credentials

2. If user Forgot password.

3. After login user redirect to dashboard
4. Creation of Teaser message.

5. Creation of Teaser Email
6. Creation of Short Feedback by SMS with multiple Answer choice.

7. Creation of Feedback Question
8. Creation of Feedback form with Multiple Options and with preview option.

9. Configure Feedback

User can Configure Feedback Set for the Department.
After clicking on Add new Feedback Set:

User can provide Name for the Feedback Set and configure components by choosing them and saving it.
10 User can preview their configured feedback set.
10. Feedback Lifecycle Management

User can manage the Feedback as per their requirement through Lifecycle Management.

After clicking Add new Feedback set button user can add Service feedback Set.
After saving user can view like this

Now user can Edit, Delete or make Active through the buttons present in the Action column
User can Suspend the Active Feedback set through Suspend button present in the Action part

11. User can customize their dashboard as per their requirement through customize dashboard.
After Selecting Various parameters user view like this

User Can customize their dashboard by adding general and feedback question. Added to view a summarize report under view dashboard section. User can select the type of view he wanted to see with different chart option like Line, Pie, Bar chart.
User can view this in list format also

12 View Dashboard

After creating user can view the dashboard as there is no data or no feed back given so it is displaying no data.
13 Analysis- Assign Weightage

User can assign weight age to the SMS question and Other questions to check the overall weight age on a particular feedback. After clicking on Assign Weightage the Screen will appear.

After Selecting the parameters
In the above screen user can enter their weight age percentage to the particular feedback SMS or the Question present in the selected feedback set. This option is only for the questions not for the answers.

14 Send Message

Admin can send the SMS message assigned to the particular user.
After Selecting Parameters

Admin user can send SMS through the Send SMS button.

User will receive the related SMS with service and Department on mobile phone with the reply option like this format.

How would you like to rate our Passport Renewal Service? Type RAS DIT PR_<Answer Choice> A for excellent, B for Average, C for Poor and send it to 9223166166.

User can reply with any of the Option and send it to the mentioned number in the message.

15 Home Screen

User can go directly on clicking any of the icon present on the home screen.
User can hide or toggle the navigation bar also:

16 Change Password

User can change their password as per their convenience.
17 FAQ

User can view FAQ’s under FAQ section.

18 Language Translation

User can translate the page into his required language for easy understanding on clicking translate button on the header which will display the page like below: