

RAS Application Workflow for Departments

1. Admin user login with the credentials

RAS is a continuous feedback system for e-services delivered through various NeGP platforms and e-Gov applications

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2. If user Forgot password.

Reset Password

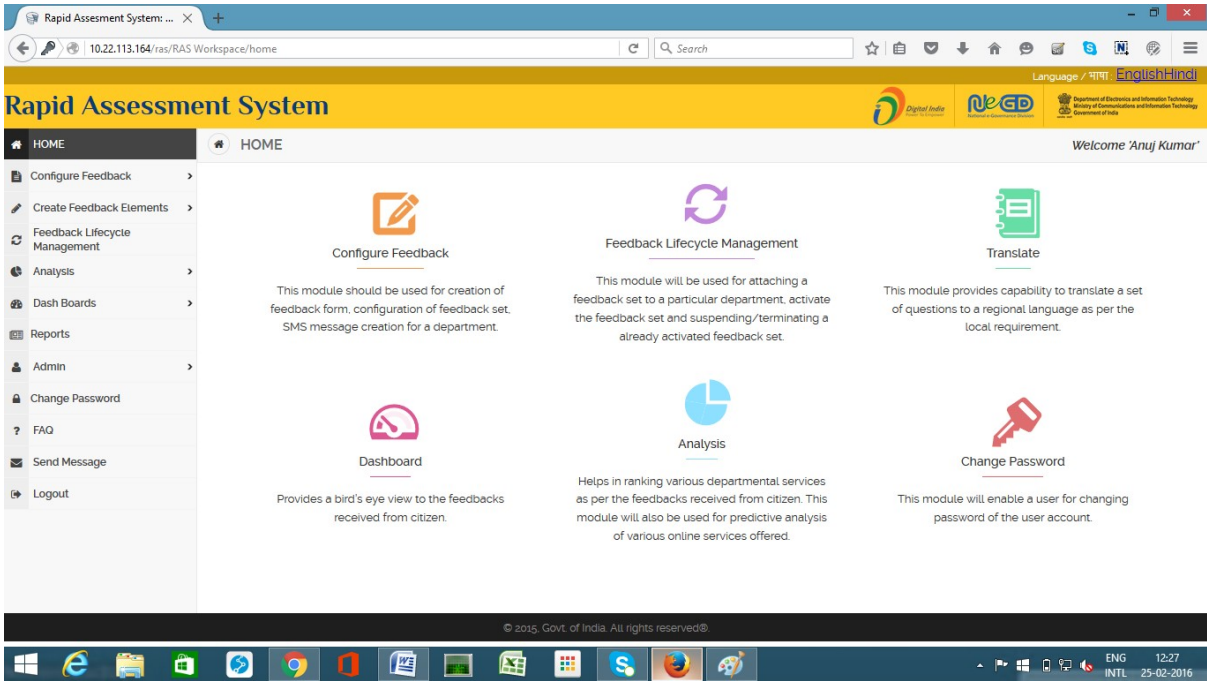
Please enter Registered e-Mail id*

SEND!

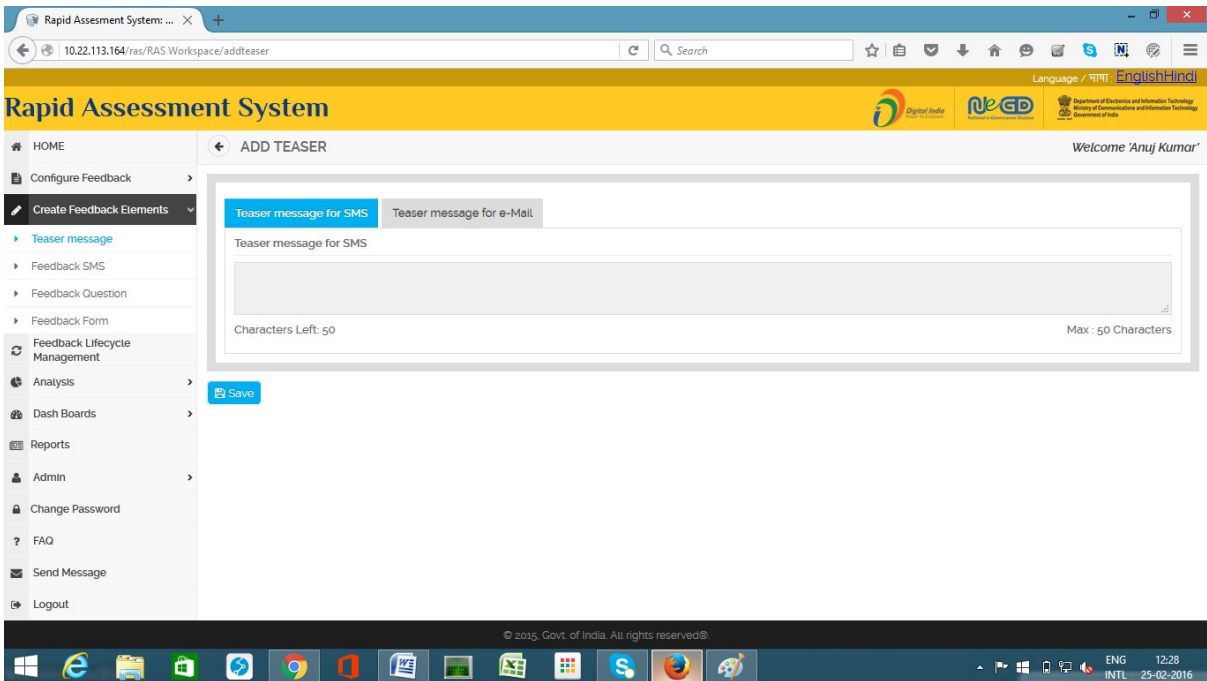
Close

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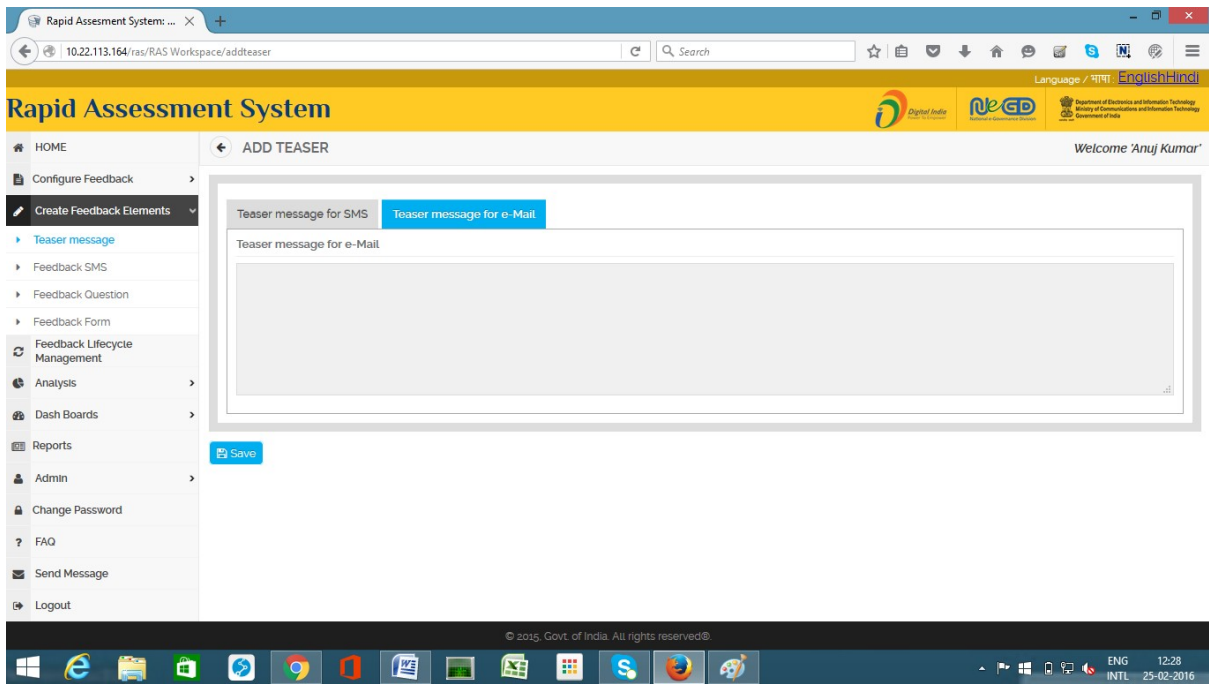
3. After login user redirect to dashboard



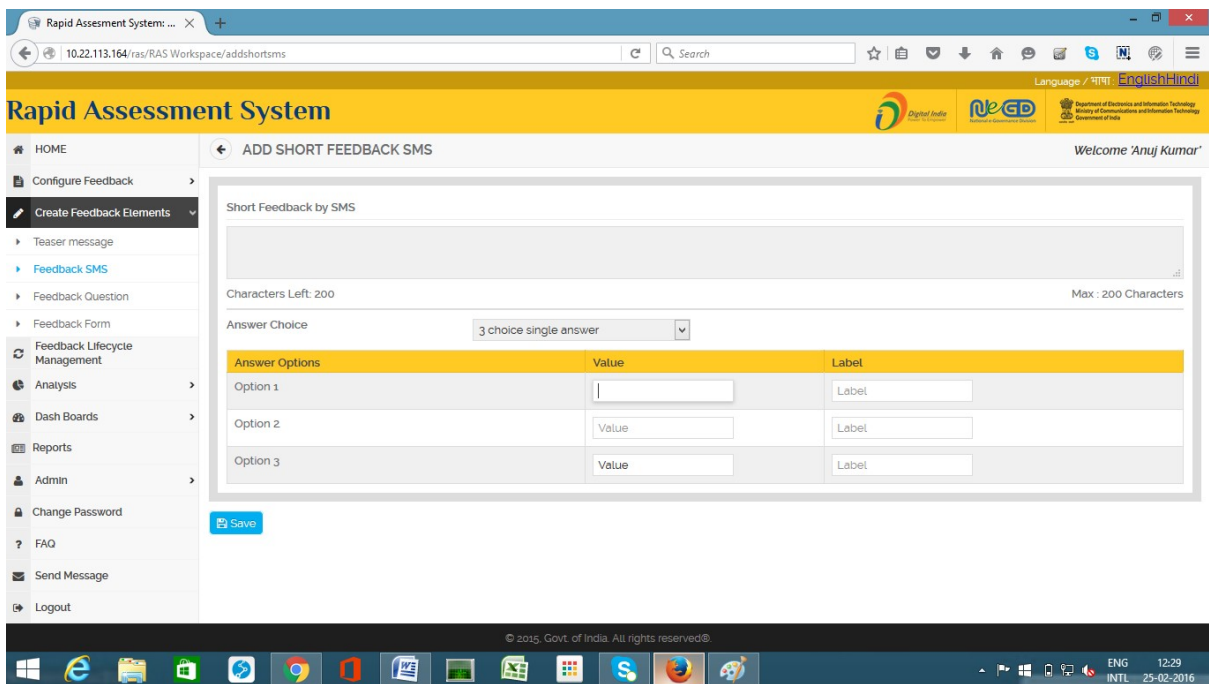
4. Creation of Teaser message.



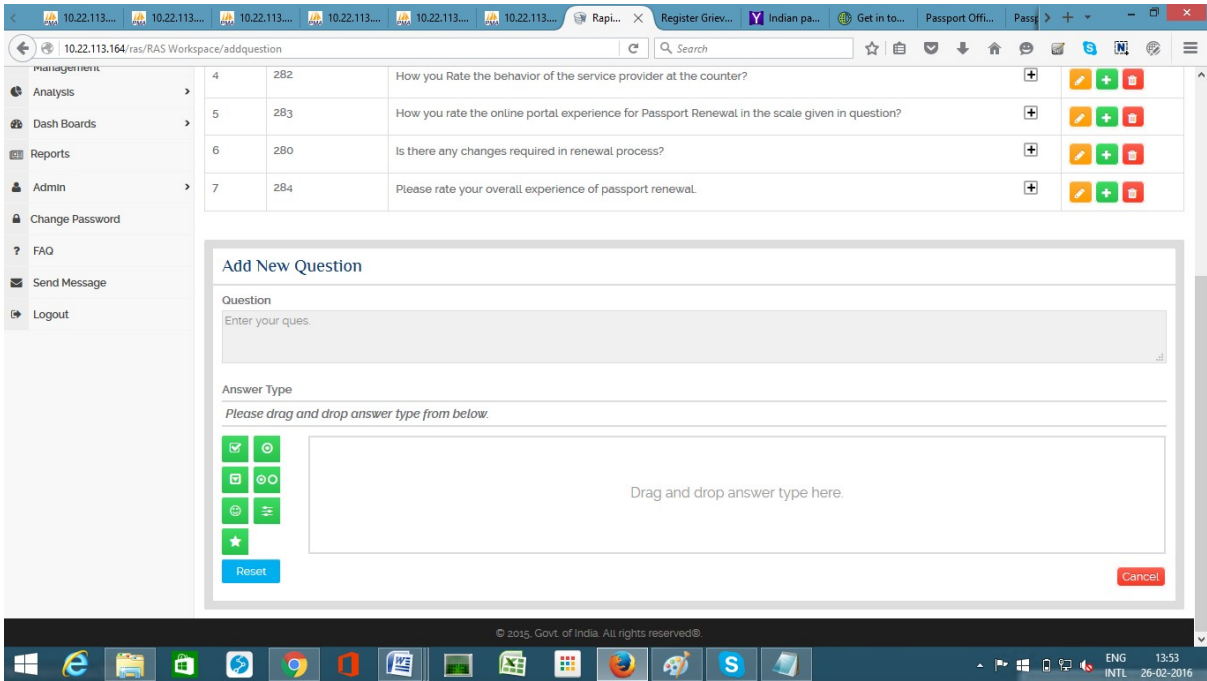
5. Creation of Teaser Email



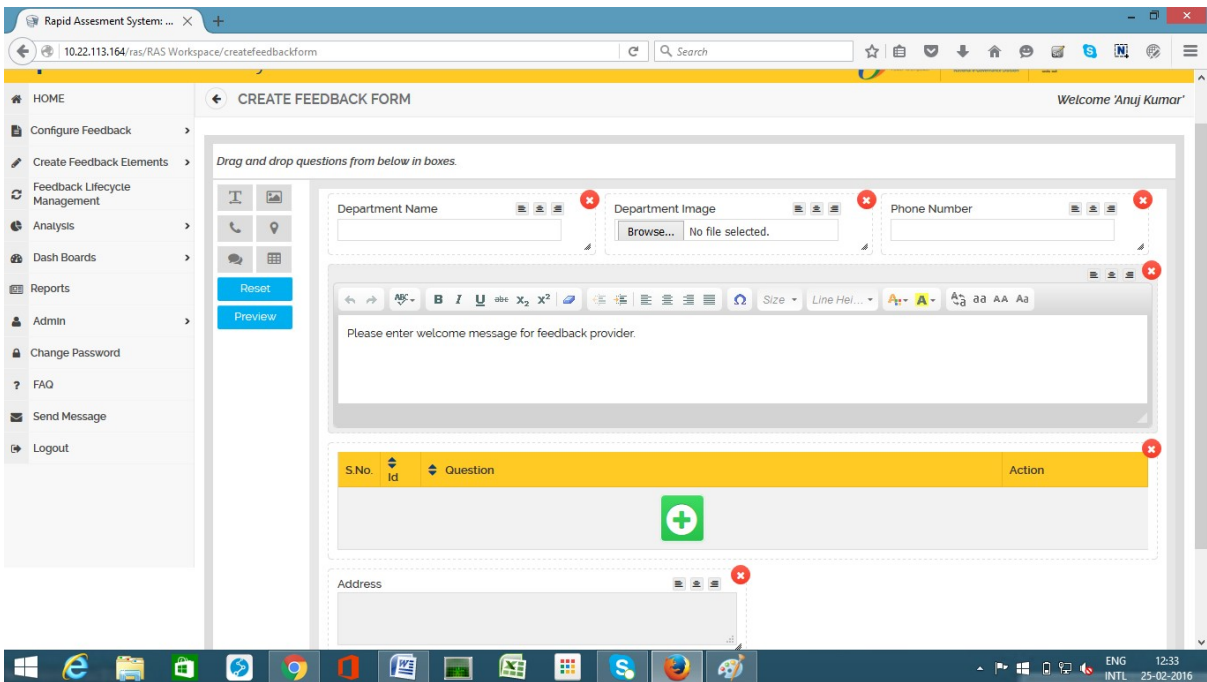
6. Creation of Short Feedback by SMS with multiple Answer choice.



7. Creation of Feedback Question

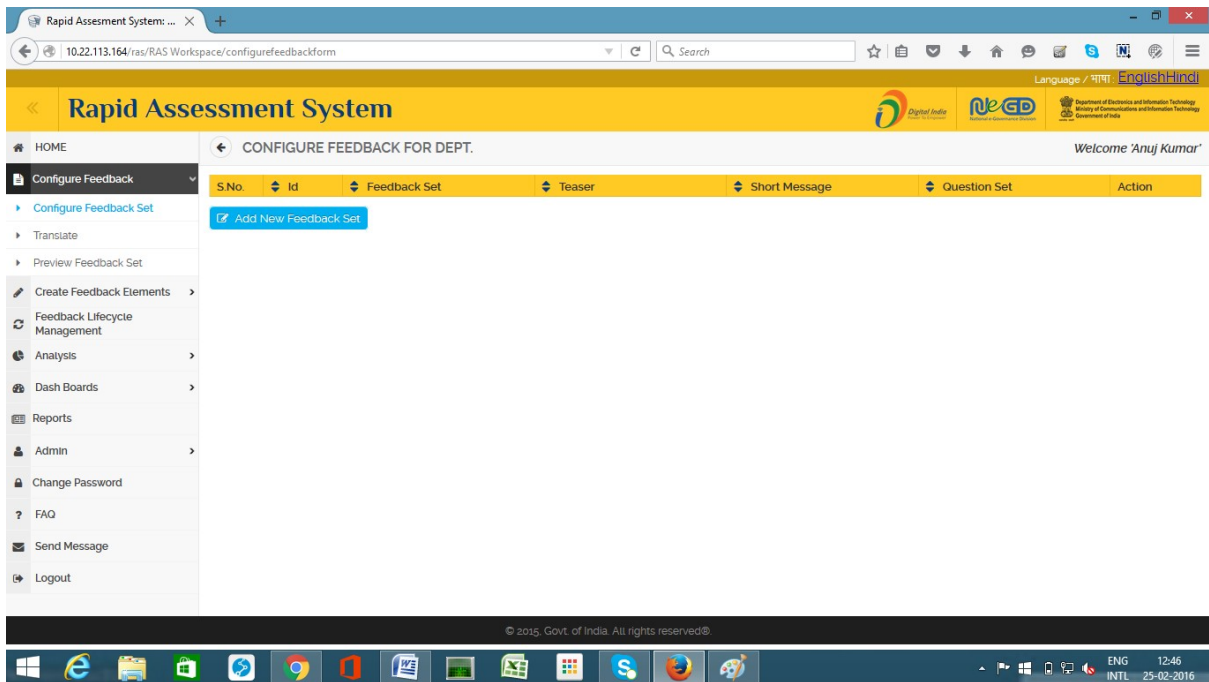


8. Creation of Feedback form with Multiple Options and with preview option.



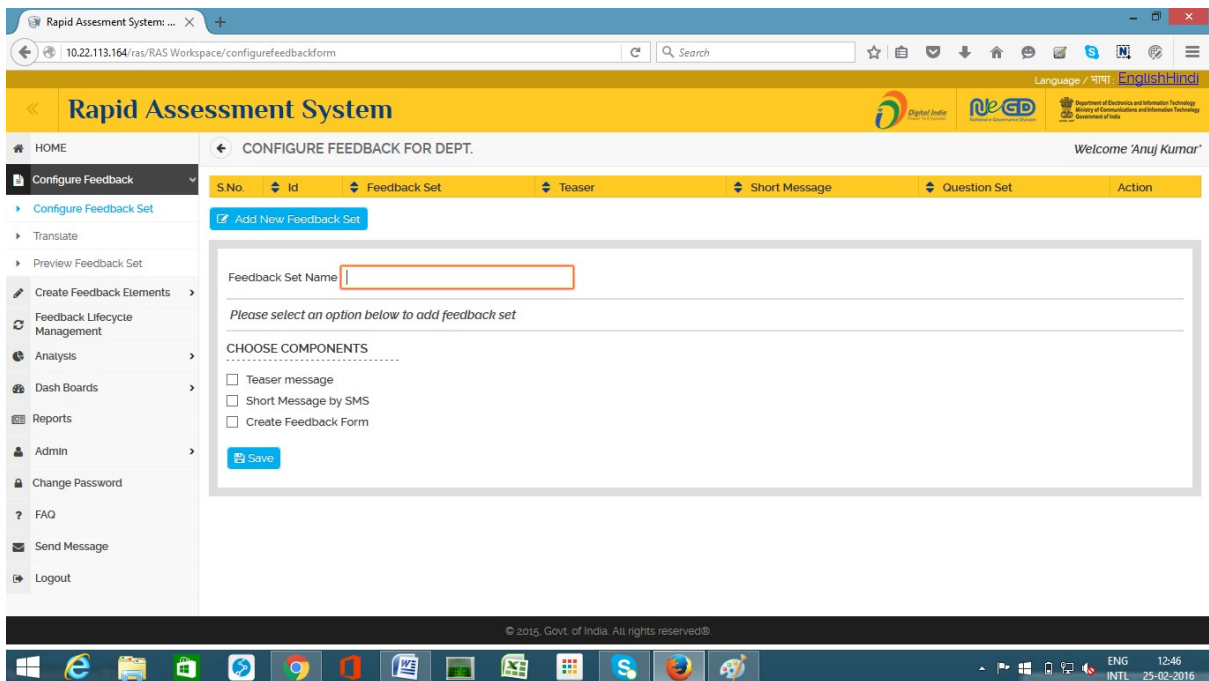
9. Configure Feedback

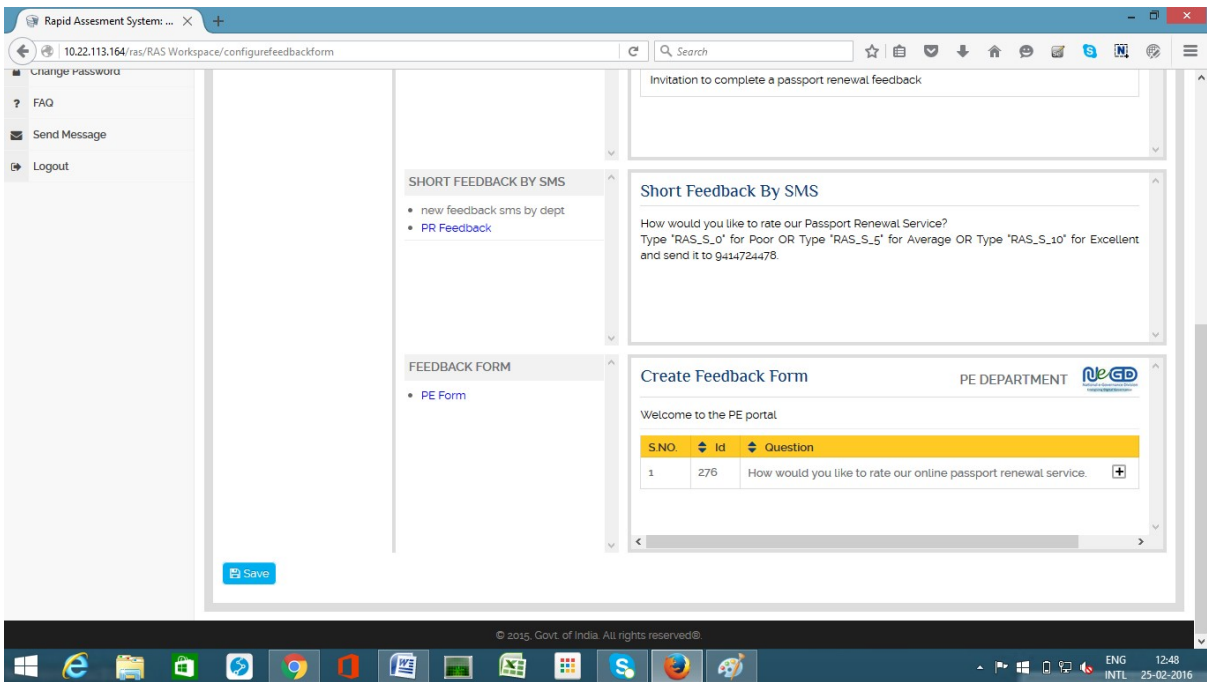
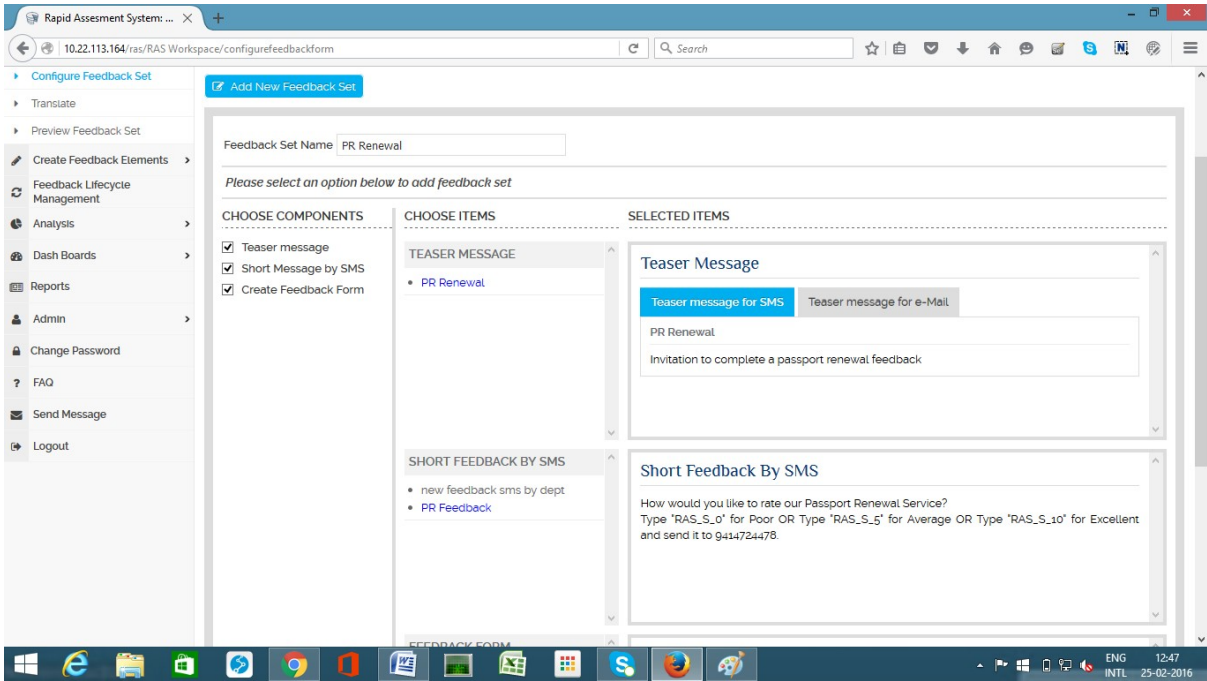
User can Configure Feedback Set for the Department.



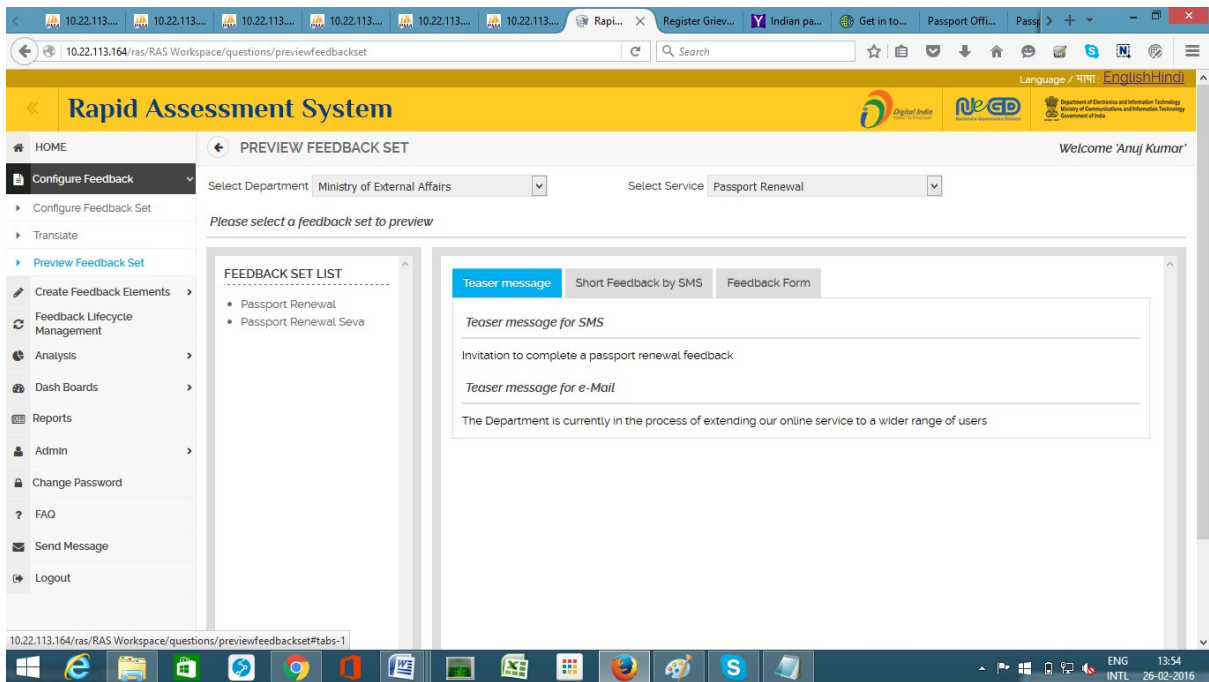
After clicking on Add new Feedback Set:

User can provide Name for the Feedback Set and configure components by choosing them and saving it.



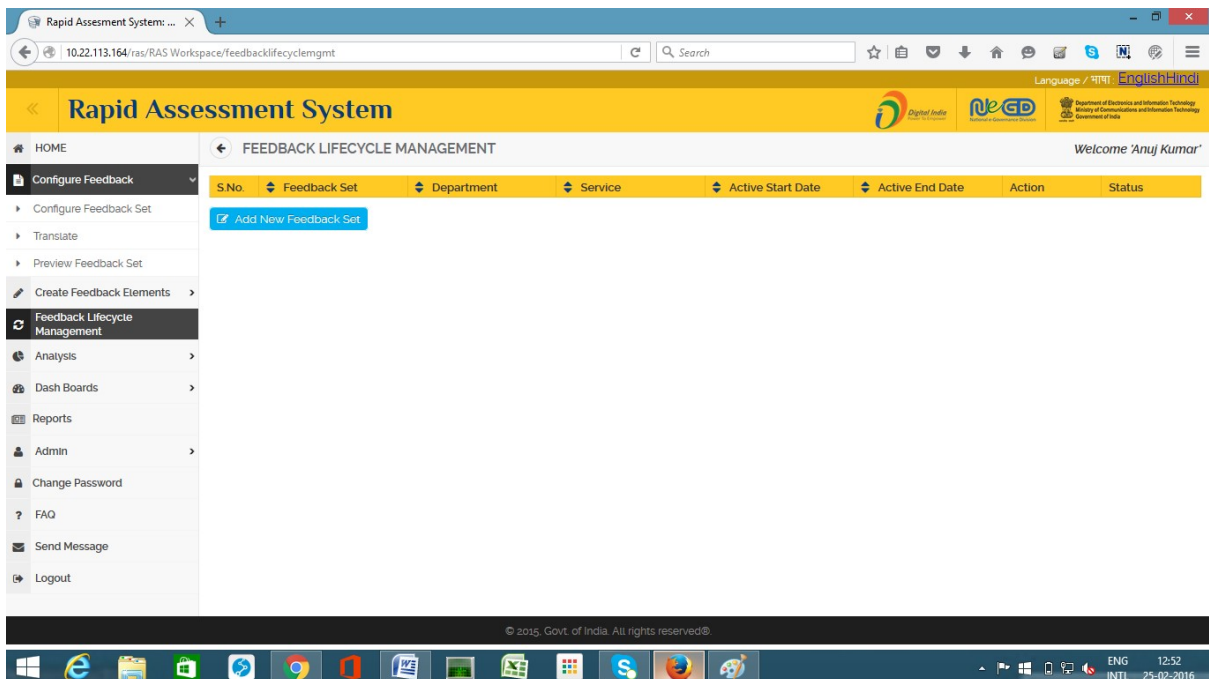


10 User can preview their configured feedback set.

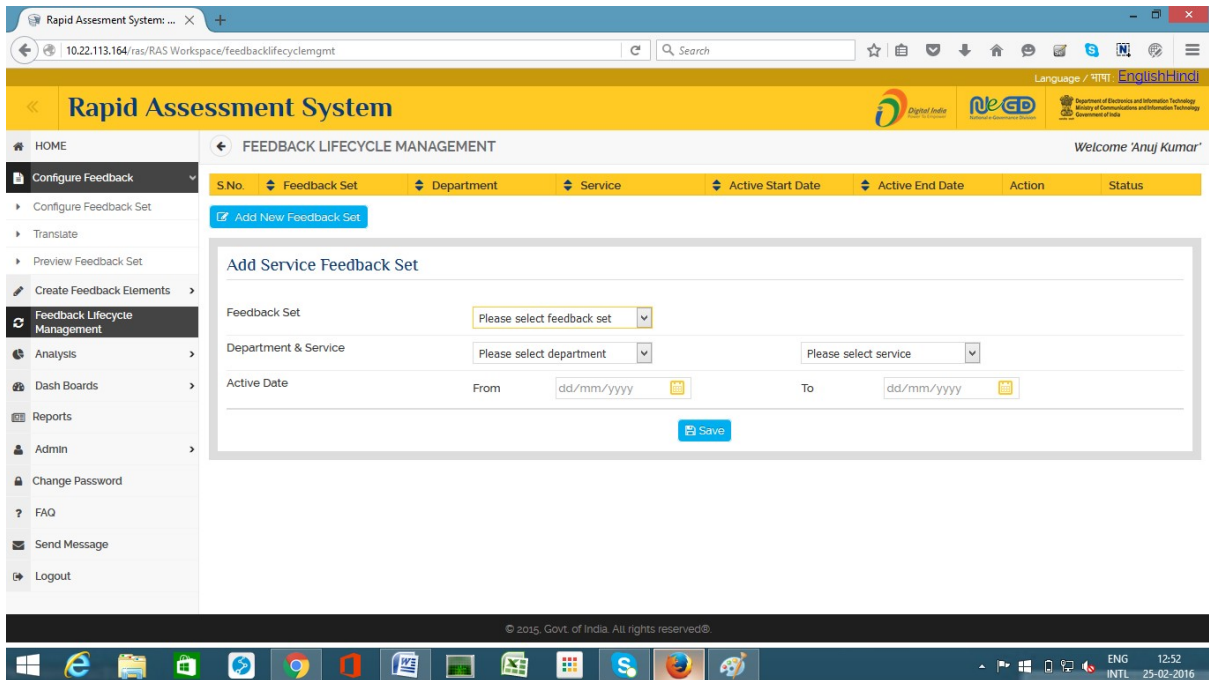


10. Feedback Lifecycle Management

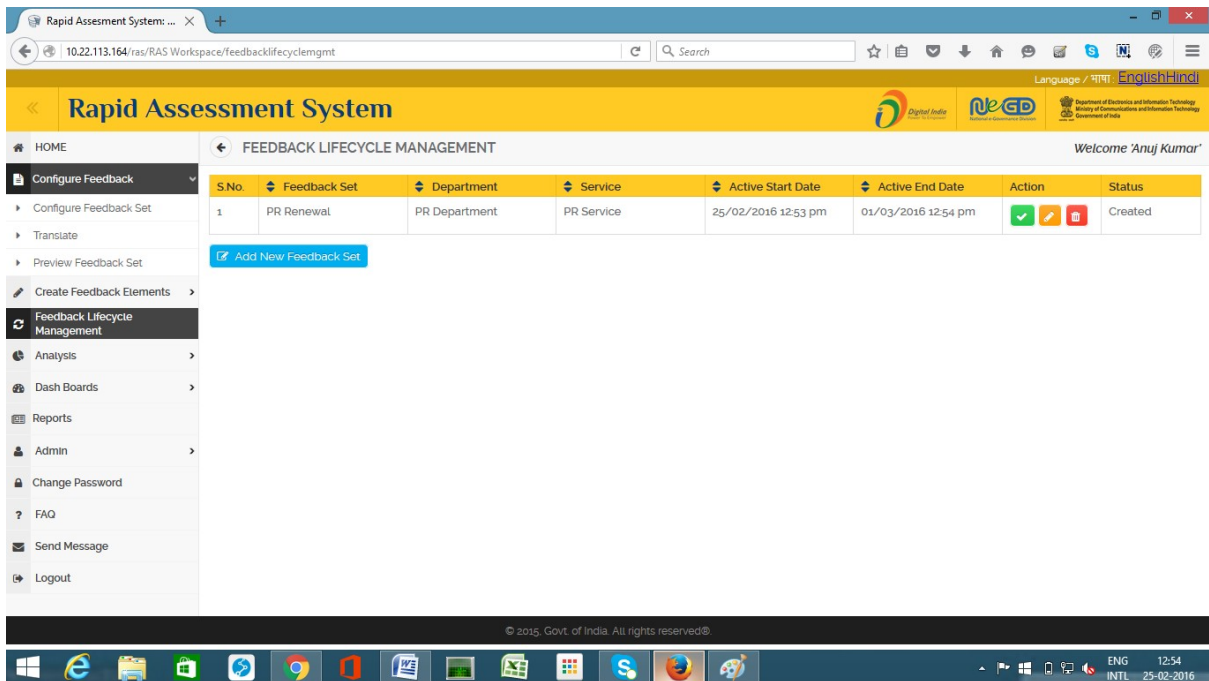
User can manage the Feedback as per their requirement through Lifecycle Management.



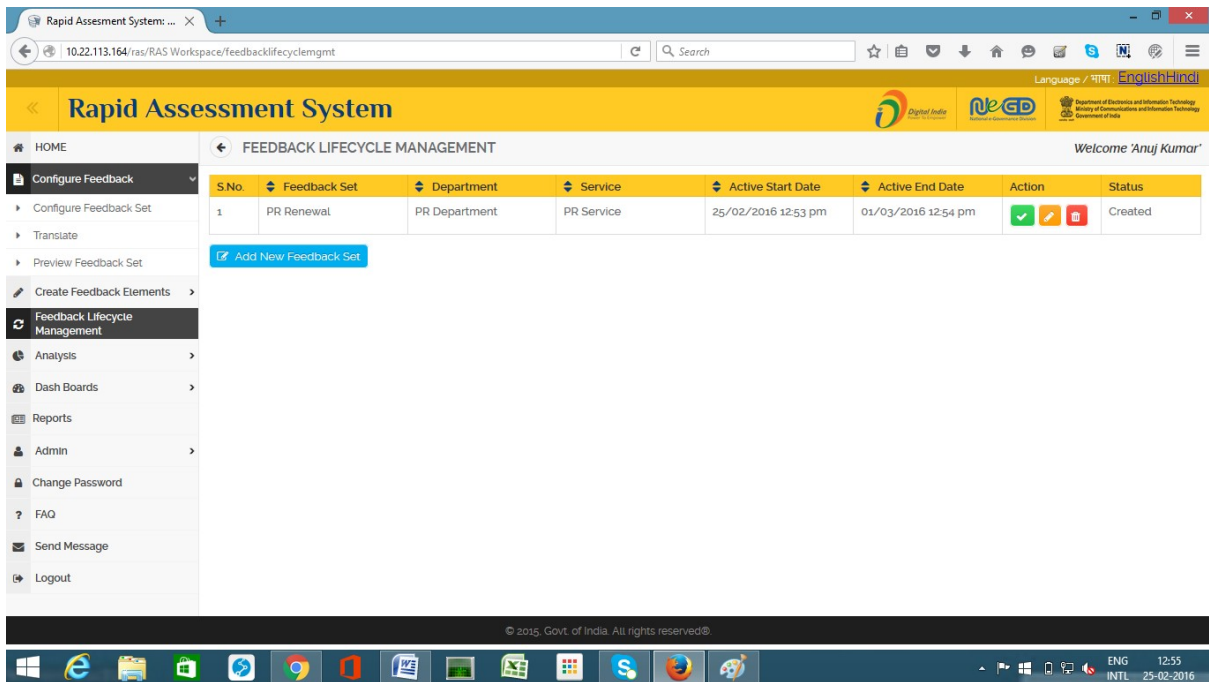
After clicking Add new Feedback set button user can add Service feedback set.



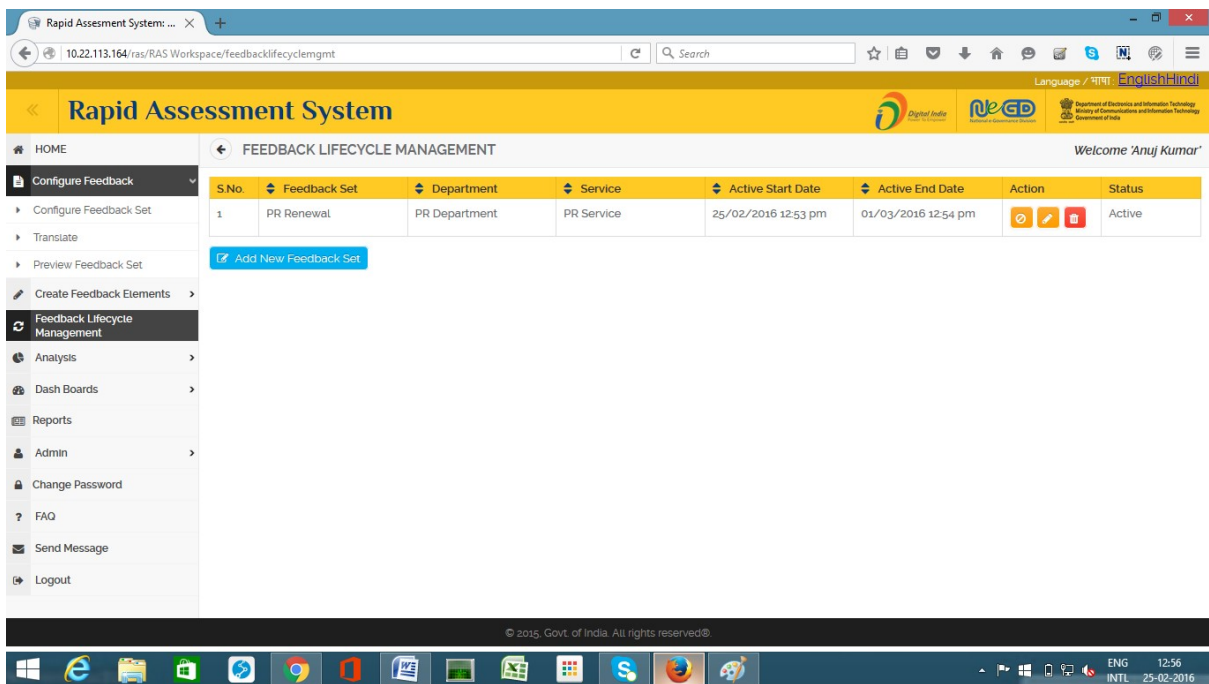
After saving user can view like this



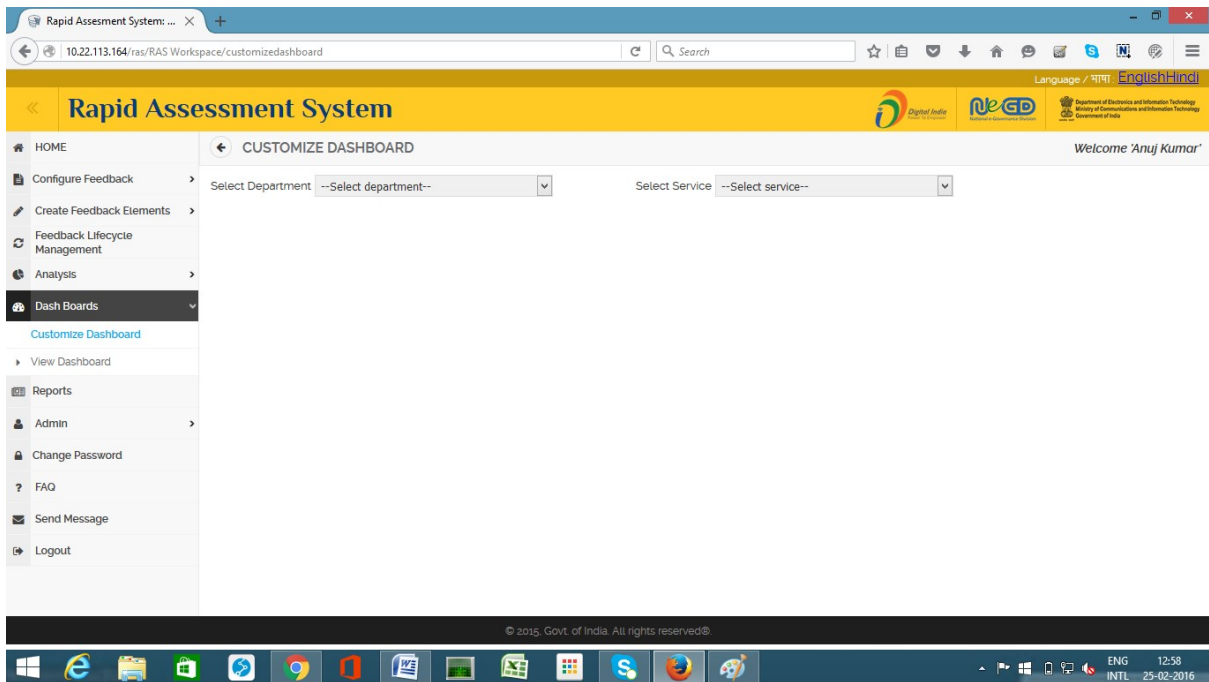
Now user can Edit, Delete or make Active through the buttons present in the Action column



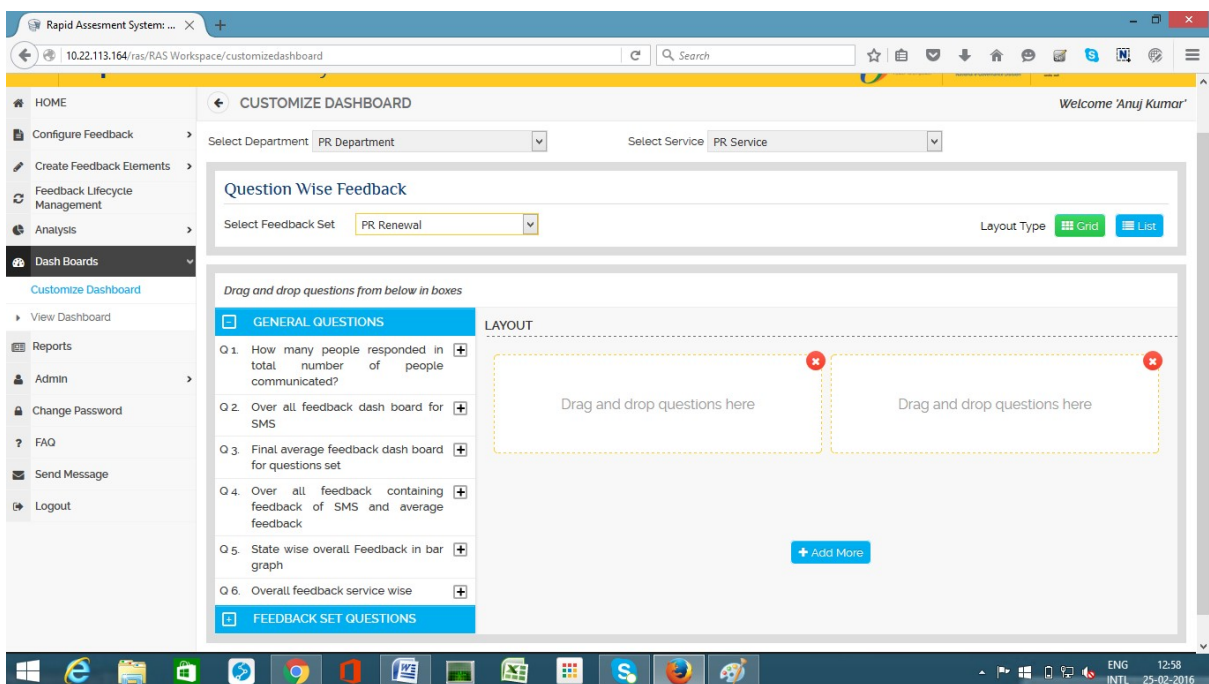
User can Suspend the Active Feedback set through Suspend button present in the Action part



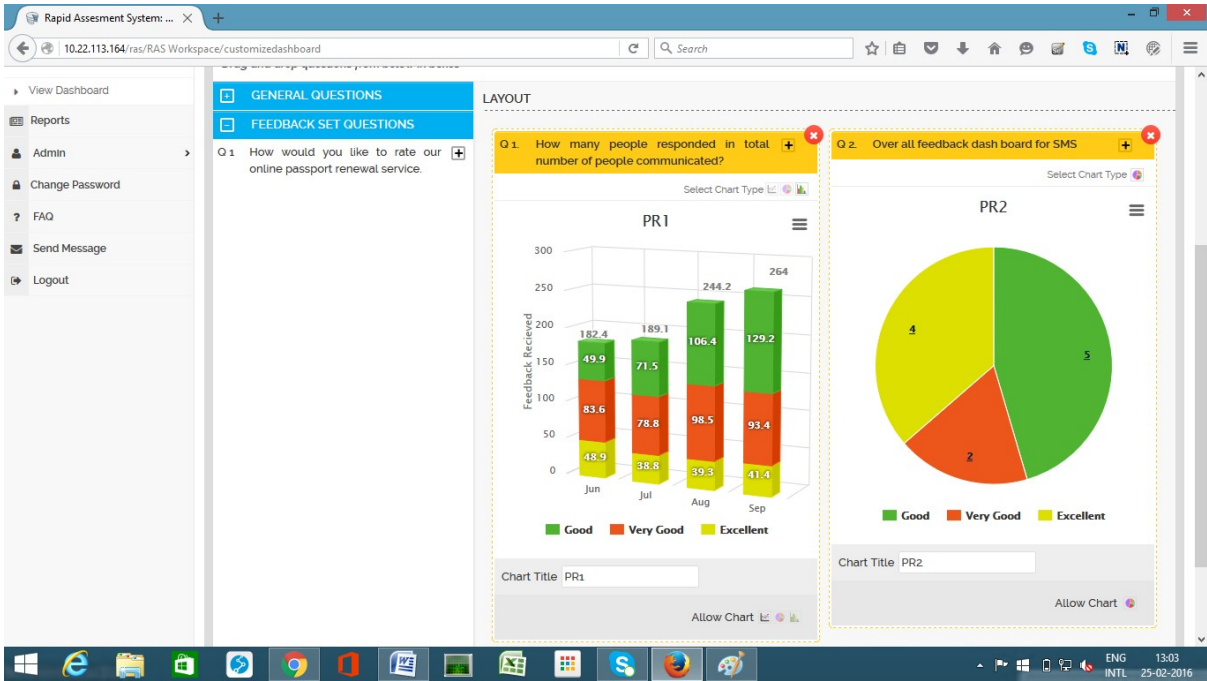
11. User can customize their dashboard as per their requirement through customize dashboard.



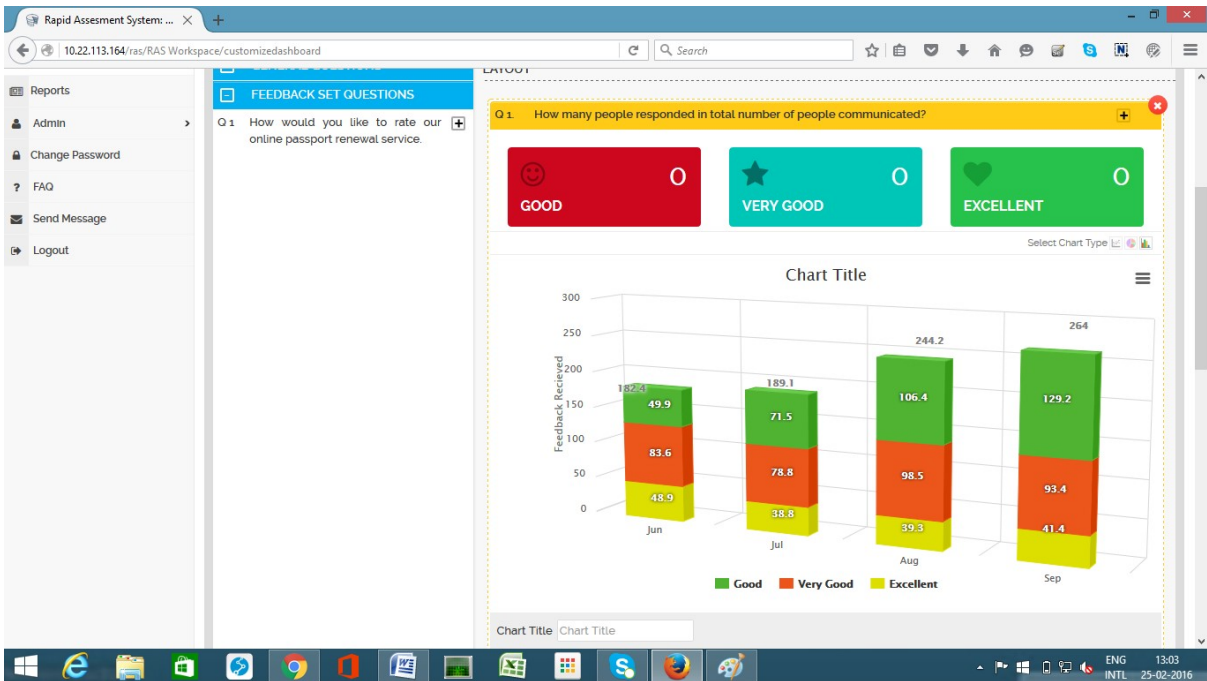
After Selecting Various parameters user view like this



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.

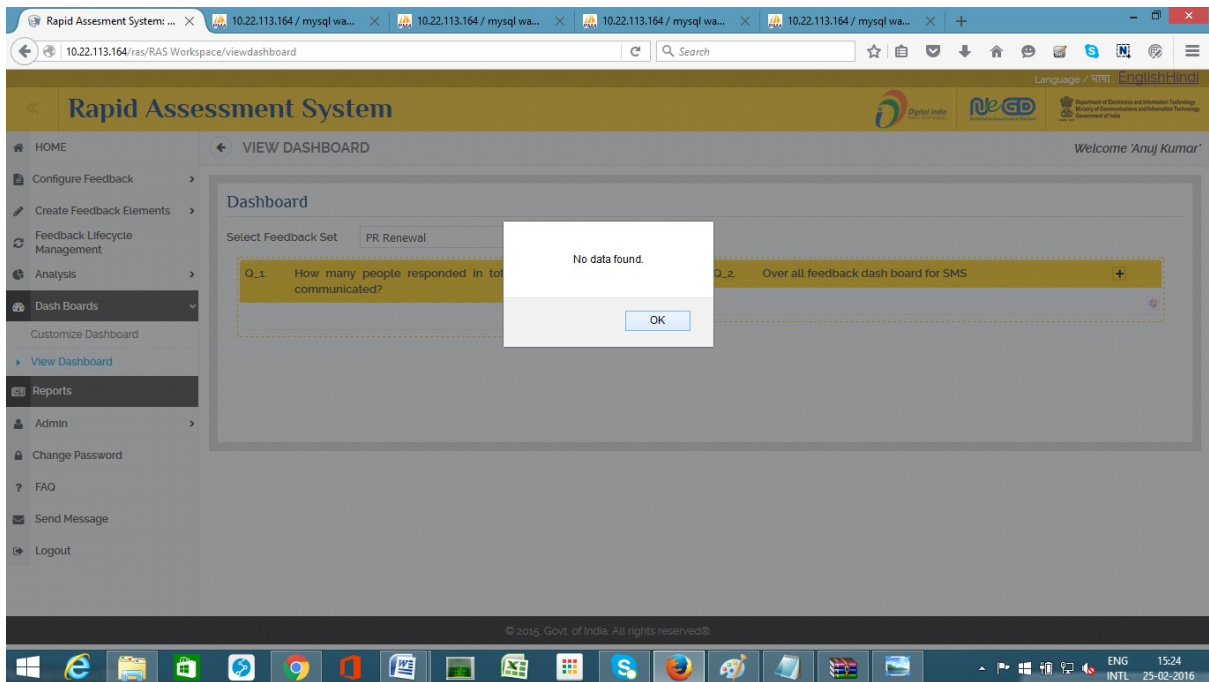


User can view this in list format also



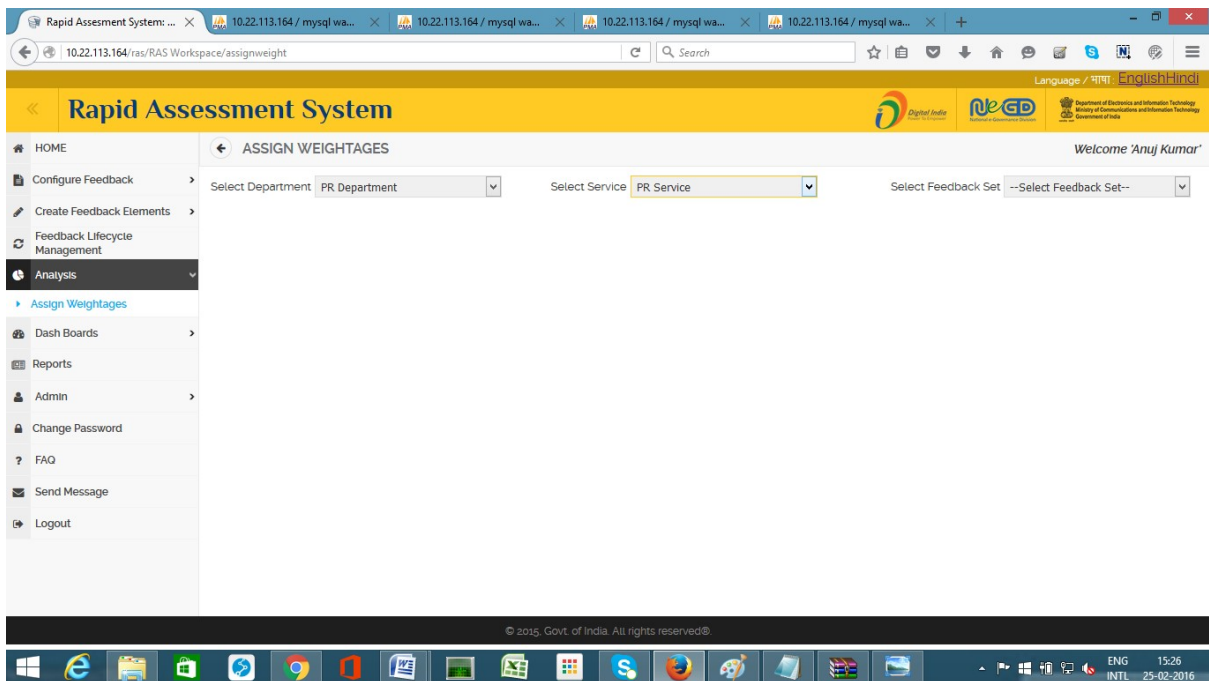
12 View Dashboard

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

Rapid Assessment System

Language / भाषा: English/Hindi

Welcome 'Anuj Kumar'

Select Department: PR Department | Select Service: PR Service | Select Feedback Set: PR Renewal

SMS Question

How would you like to rate our Passport Renewal Service?

S.No.	Question	Weightage	Answer Type	Overall Weightage
1	How would you like to rate our online passport renewal service.	<input type="text" value="100"/>	Multiple answer	100%
Total Question Weightage		0.00%		100%
Total				100%

Guidelines

- Guideline Point 1
- Guideline Point 2
- Guideline Point 3
- Guideline Point 4
- Guideline Point 5
- Guideline Point 6
- Guideline Point 7
- Guideline Point 8

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.

Rapid Assessment System

Language / भाषा: English/Hindi

Welcome 'Anuj Kumar'

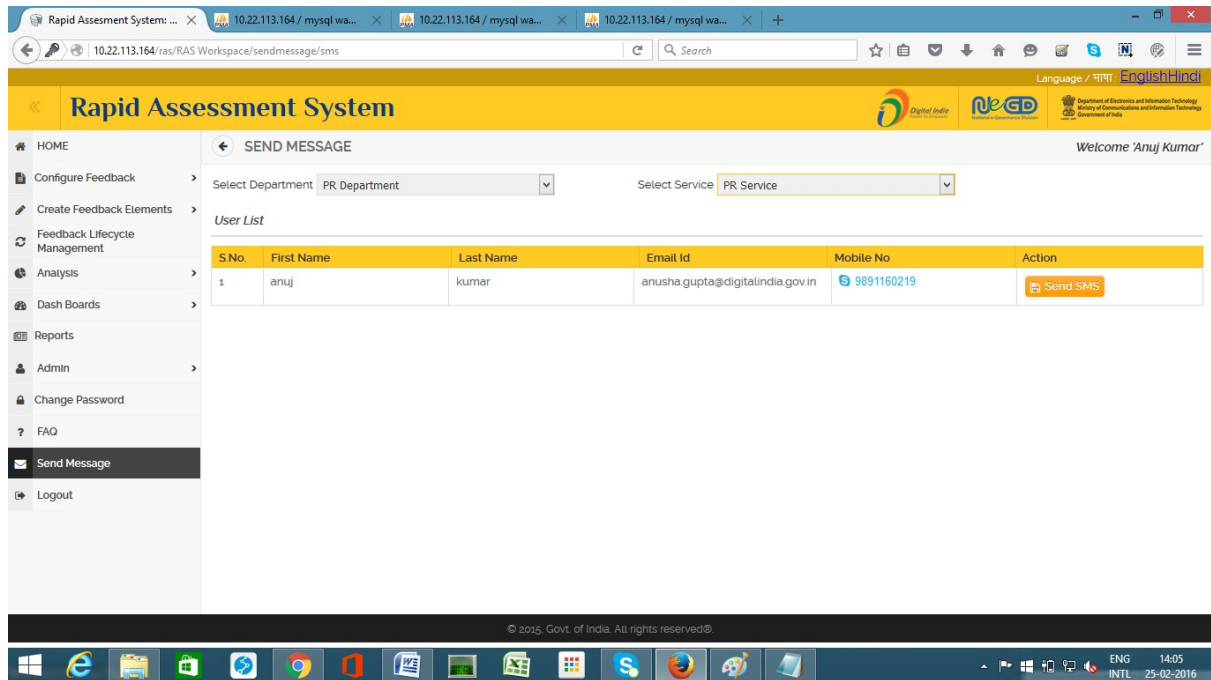
Select Department: --Select department-- | Select Service: --Select service--

SEND MESSAGE

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After Selecting Parameters

Admin user can send SMS through the Send SMS button.



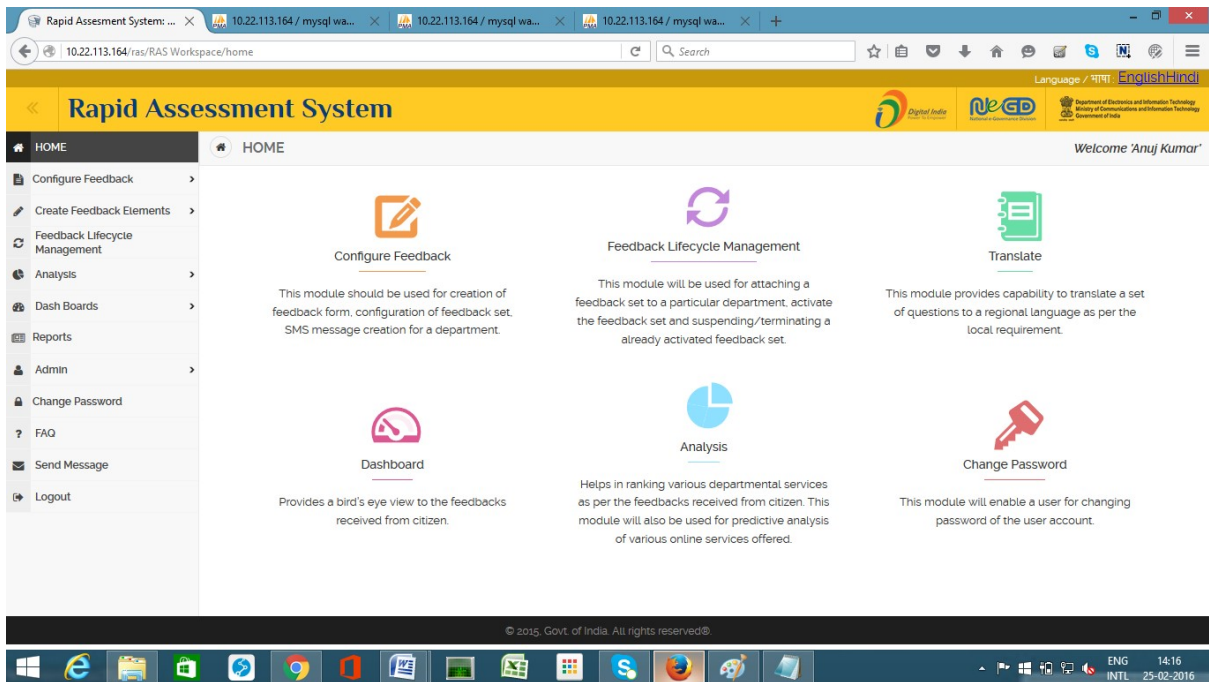
User will receive the related SMS with service and Department on mobile phone with the reply option like this format.

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.

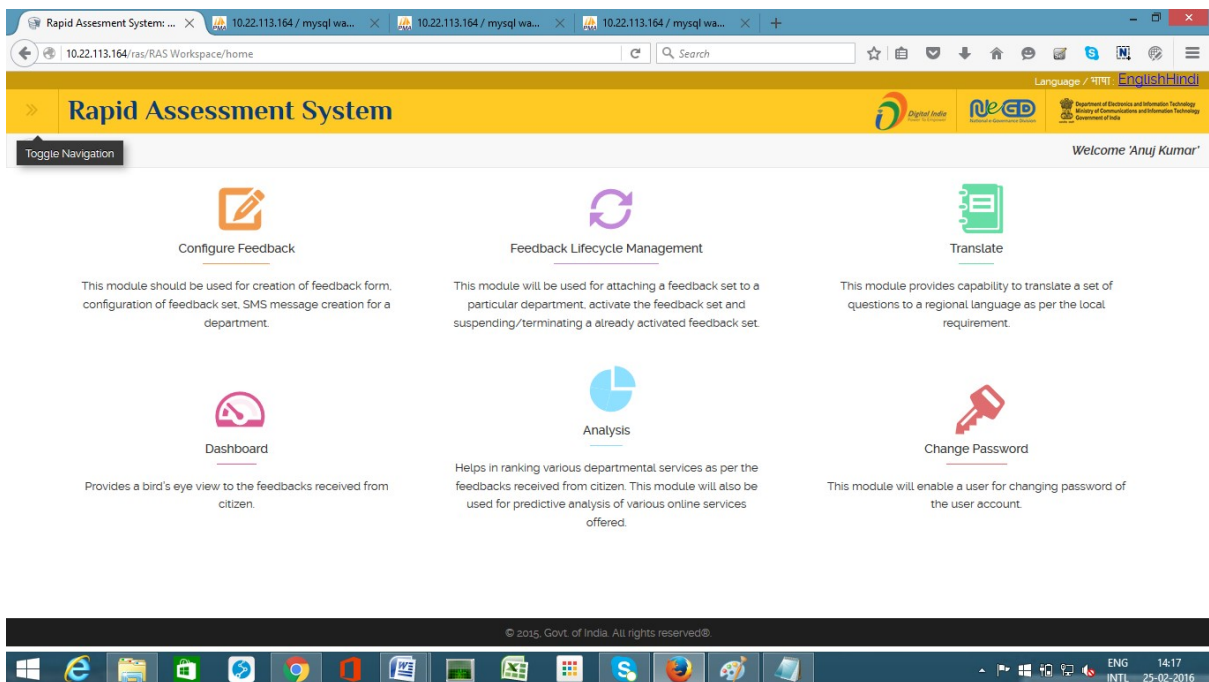
User can reply with any of the Option and send it to the mentioned number in the message.

15 Home Screen

User can go directly on clicking any of the icon present on the home screen.

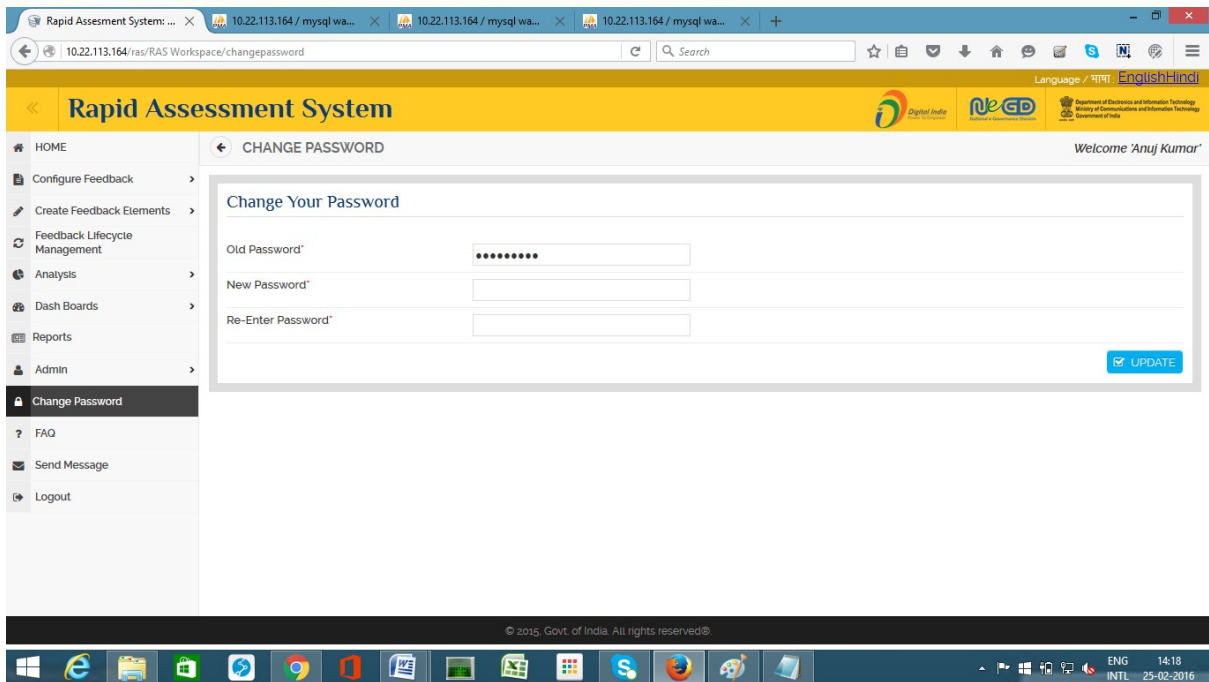


User can hide or toggle the navigation bar also:



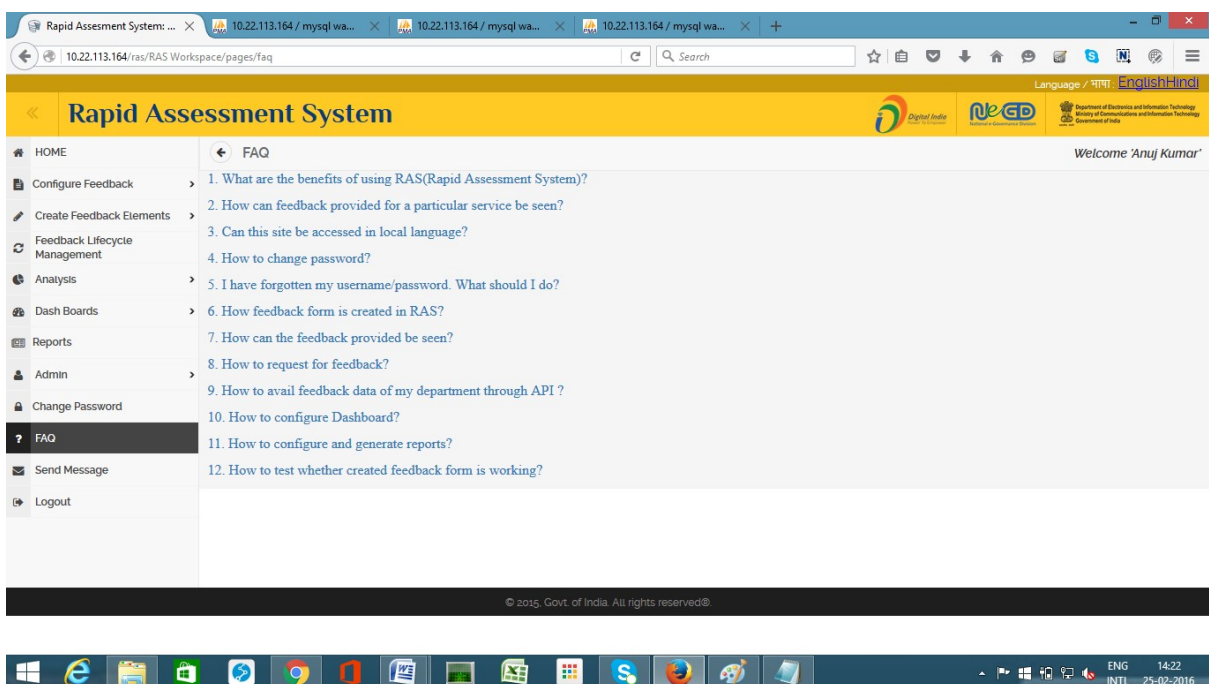
16 Change Password

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:

Rapid Assessment System: ... x 10.22.113.164 / mysql wa... x 10.22.113.164 / mysql wa... x 10.22.113.164 / mysql wa... x +

10.22.113.164/ras/RAS Workspace/configurefeedbackform

Language / भाषा EnglishHindi



Rapid Assessment System

Digitel India
NeGD
Department of Electronics and Information Technology
Ministry of Communications and Information Technology
Government of India

होम < कौन्सिलर प्रतिक्रिया प्रपत्र स्वागत 'Anuj Kumar'

प्रतिक्रिया विन्यस्त करें

- कौन्सिलर प्रतिक्रिया सेट
- अनुवाद करें
- पूर्वावलोकन प्रतिक्रिया सेट
- प्रतिक्रिया तत्वों को बनाएं
- प्रतिक्रिया जीवन चक्र प्रबंधन
- विश्लेषण
- डैशबोर्ड
- रिपोर्ट
- उपस्थापक
- पासवर्ड बदले
- सामान्यतः पूछे जाने वाले प्रश्न
- संदेश भेजने
- लॉग आउट

क्रमांक	आईडी	प्रतिक्रिया सेट	टीज़र	छोटा संदेश	प्रश्न सेट	कार्य
1	24	PR Renewal	PR Renewal	PR Feedback	PE Form	 

[नया प्रतिक्रिया सेट जोड़ें](#)

प्रतिक्रिया सेट नाम

कृपया प्रतिक्रिया सेट जोड़ने के लिए नीचे एक विकल्प का चयन करें

घटकों का चयन

- टीज़र संदेश
- एसएमएस द्वारा लघु संदेश
- फीडबैक फॉर्म बनाएं

आइटम का चयन

- टीज़र संदेश
 - PR Renewal

चयनित उत्पाद

टीज़र संदेश

एसएमएस के लिए टीज़र संदेश

PR Renewal

Invitation to complete a passport renewal feedback

एसएमएस से कम प्रतिक्रिया

एसएमएस से कम प्रतिक्रिया

ENG 15:03
INTL 25-02-2016

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