Adding priority to the Detractor Ticket - CX

User Story

As a user I should be able to assign priority on the Detractor ticket from the Notifications tab so that I can take action accordingly.

Solution

We will provide the user the option to assign the priority on the CX ticket based on the respondent's response for the survey.

Screens

Setting Priority

+ Add New Criteria

Criteria matches

Action

| Add CX Ticket ⌄ |

Segments

| ---Select--- ⌄ |

(Optional)

Comment Question

| ---Select--- ⌄ |

(Optional)

Select Supervisor

| ---Select--- ⌄ |

(Optional)

Select Priority

| Low ⌄ |

(Optional)

Access Point

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The user can add the priority to the detractor ticket via the following method:

Steps:

1. Select the Survey from the Feedback.
2. Select the Notifications option from the left bar.
3. Go to Action Alerts - Custom Notifications area
4. Click on "New Action Alert" button
5. Click on the dropdown button for "Action" heading
6. Click on the "Add CX Ticket option" and then you will see the Select Priority option

Acceptance Test Cases

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1. Test that Select priority option is added in Action alert configuration.
2. Test that the dropdown shows the options: Critical, High, Medium, Low
3. Test that the changes are made only to the "Add CX Ticket" option from the Notifications tab dropdown for the Action field.
4. Test that the field type is optional.

Thank you!

#ft-cx-custom-metric