

WEBINAR Q&A

1. **I'm interested in the ratings of the requests. Can I also ask a few questions there too or is it just the smileys?**

The classic rating that appears after closing the ticket, is always based on the smileys.

Additionally, a customer can write something in the comment field, but it is not possible to ask multiple questions there. What you can do is create a questionnaire in the assistant for the customer to click on.

2. **Do I have to be on the platform to see new incoming tickets?**

No, you do not. If you have closed the platform, you will be informed by email and push notifications. You can also customize these settings to suit your individual needs.

3. **Is it possible to download the statistical data, so I can work with it? I would like to have statistics about individual customers (not an overview).**

Yes, everything is downloadable (e.g. Excel) and, it is also possible to have statistics about individual customers, we have a new feature for that.

4. **Is there a limit to the number of employees who receive a request?**

No, there is no limit, you can pre-define who gets which request, so it's totally flexible.

5. **Can a supervisor also coordinate and assign who should answer a customer request?**

Yes, a supervisor can do that, it's super flexible to how you want to manage customer requests.

6. **Can I create a report from the ratings? For example, a graph showing improvement in ratings over time.**

That is possible because the smiley rating system (5 different smileys from happy to angry) is based on ratings from 1 to 5. You can also find these if you download the ticket list with the "machine-readable" setting. Once downloaded, you can use the data directly in

Excel or in other systems. Due to our open API, it is also possible to connect sqanit with other software

7. Is it possible to create teams that are connected to templates but not to customers in a specific area?

Yes, it is possible to select individual groups and team members to be responsible for specific product types or template, a customers area does not have to be defined if you prefer it like that.

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