



Purpose and overview

This job aid provides repair facilities with the steps to view, export and print customer survey reports in Mitchell Connect.

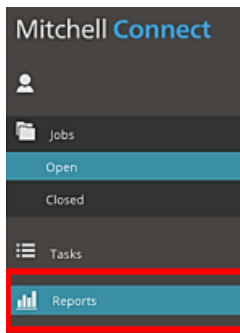
Mitchell conducts telephone or email surveys with a portion of your customers to measure their experience with your facility. The results of the surveys will be reported online via Mitchell Connect enabling you to review real-time survey results. Reports viewable in Mitchell Connect include:

- Customer responses
- Customer responses by program (if facility is both glass & collision, they will be able to view the separate programs here)
- Industry Report
- Summary Report
- Program roll up (can view by collision and glass programs)
- Summary of completion report

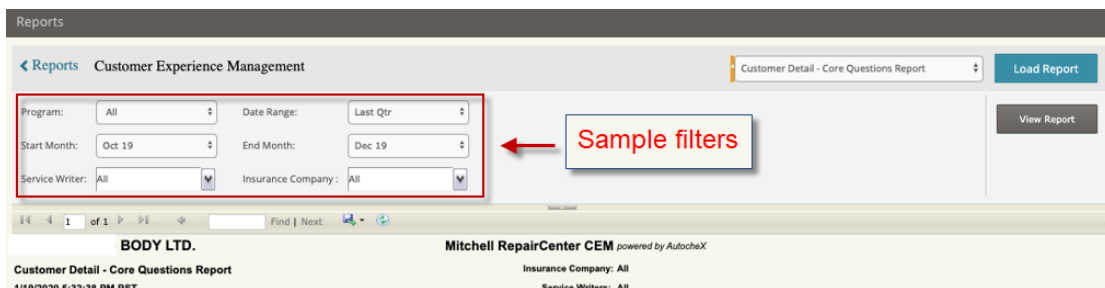


View reports

1. Access Mitchell Connect from the MD Partner's site > New glass repair program > Systems and applications on the right-hand side.
2. Login using your existing username and password. If you're new to Mitchell Connect and don't yet have your login details you'll need to contact the Mitchell Connect Technical Assistance Center @ 1-800-448-4401.
3. Select **Reports** from the left-hand navigation bar. Once selected you will see a series of report options. Note: If you don't see a list of reports select job > open.

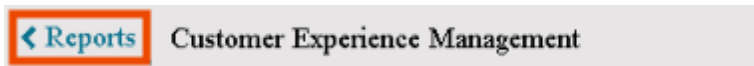


4. Select the report you want to view. Most reports have filters that you can use to modify the information displayed within the report.



Question	Score/Comments
What was the main reason you chose (shop name)?	Repeat customer of shop selected
On a scale of 1 to 10, where 1 means very dissatisfied and 10 means very satisfied, how satisfied were you with the way repair shop dealt with your ICBC insurance claim?	10
On a scale of 1 to 10, where 1 is poor and 10 is excellent, how would you rate the quality of the repair?	10
Is there anything the shop could have done to improve the quality of the repair?	NA

5. Click Reports to return to the Reports page.

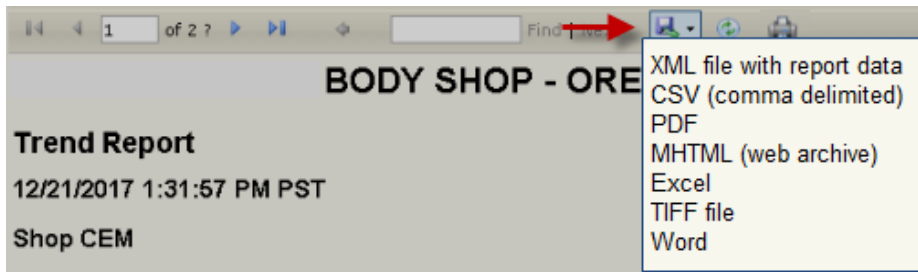


Export or print reports

Export a report

You can export and save a report to many different formats including CSV, Excel, PDF and Word.

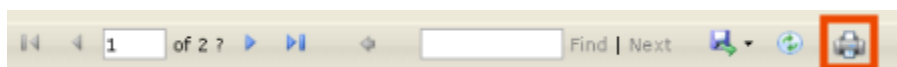
1. View a report and apply filters as needed.
2. Click the Save icon in the Toolbar to select a file format from the list



3. Follow the download prompts in your browser to save the file to your computer.

Print a report

1. View a report and apply filters as needed.
2. Click the Print icon in the Toolbar to open your browsers print menu. **Note:** Your Web browser may require a quick install before allowing you to print. Follow the prompts to complete the installation.



3. Click **OK** in the Print dialog box.



Technical support

For technical questions/concerns, please contact the Mitchell Connect Technical Assistance Center @ 1-800-448-4401..