



## Exit Interview

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### Overview

Managers are able to conduct and record surveys with departing employees, using the Exit Interview form.

The primary aim of the exit interview is to learn the reasons for the person's departure, on the basis that criticism is a helpful driver for organisational improvement.

This survey includes questions relating to the working environment, culture, processes and systems, management and personal development.

### Additional features

**Custom Messages:** This form demonstrates the ability to change the wording/phrasing used, as 'issue' or 'ticket' might not be as appropriate here as 'exit interview'. Head to the 'custom messages' screen to see these changes.

A screenshot of a software interface showing the 'Custom messages' configuration screen for 'Exit Interview'. The page has a breadcrumb trail: 'Admin / Infocapture / Exit Interview / Custom messages'. On the left is a sidebar with 'Project options' including Project Summary, Edit project properties, Project permissions, Statuses, Conditions, Field condition sets, Triggers, Behaviour, Field visibility, SLA, and Automatic changes. The main content area is titled 'Custom messages' and contains a text box with instructions: 'Replace the default phrasing of the form with words of your choice. For example, "View Ticket" can change to "View Feedback Form" and "List of Tickets" can change to "List of Feedback Forms"'. Below this are several rows of labels and input fields: 'List of tickets' (Exit Interviews), 'Submit ticket' (Start Exit Interview), 'View ticket' (View Exit Interview), 'Update issue' (Update exit interview), 'Clone issue' (Clone exit interview), 'Delete issue' (Delete exit interview), 'Ticket submitted' (Exit interview has been submitted), 'Issue has been updated' (Exit interview has been updated), and 'Issue has been cloned' (Exit interview has been cloned).