

## Thank You Application

### Introduction

For Claromentis version 8.9+ we have developed a standalone application for Thank You configuration.

As well as being able to thank an individual user, Thank You notes can now be submitted for People Groups.

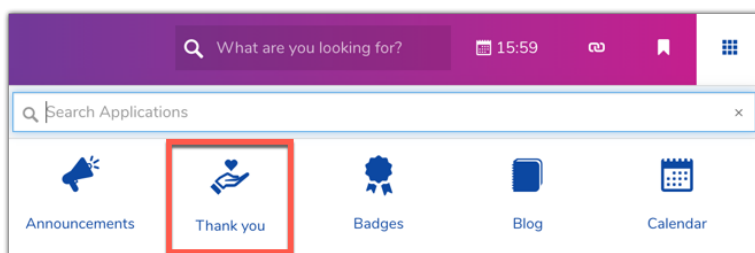
Comments can now also be added to Thank You notes and each has its own direct link to view all attributed comments in totality.

Company core values can be set up and end-users can select all those that apply when a Thank You is submitted.

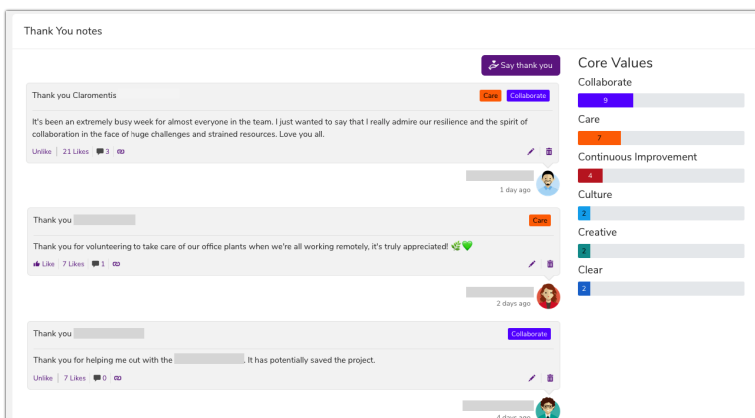
Reports are available to cover all Thank You notes submitted; those on one user, user totals (which can generate a 'leaderboard') and statistics on the total of Thank You notes per core value.

### Front End

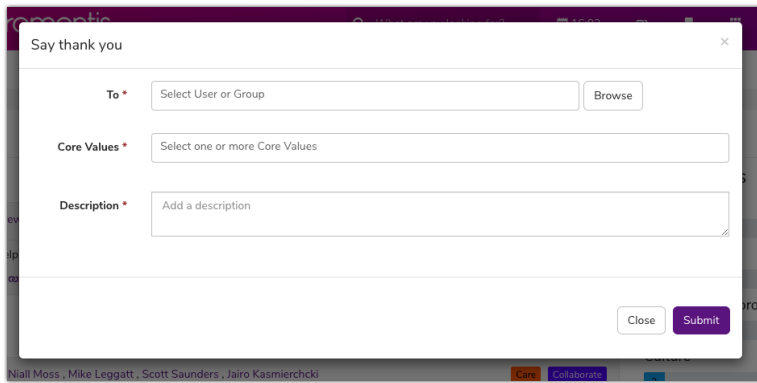
Users can navigate to the landing page via Applications > Thank You.



This will list all previous Thank You notes submitted, as well as a tally of those attributed per core value on the right (if applicable) as a visual aid.



Users can click on the 'Say thank you' button to add a new one, which brings up the modal window below.



The 'Say thank you' modal window is a white box with a purple header and a close button in the top right corner. It contains three main sections: 'To \*' with a text input field labeled 'Select User or Group' and a 'Browse' button; 'Core Values \*' with a text input field labeled 'Select one or more Core Values'; and 'Description \*' with a larger text input field labeled 'Add a description'. At the bottom right, there are 'Close' and 'Submit' buttons. The modal is overlaid on a blurred background of a user profile page.

**To:** The user picker allows a specific user or Group to be selected as the recipient of the Thank You

**Core Values:** This dropdown area will contain a list of all Core Values set on the Administrative side. The submitter can select one or multiple.

**Description:** The main body of the Thank You contains the message

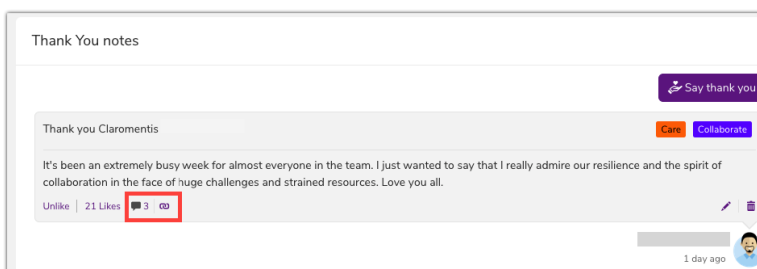
*Please note:* Thank you submissions have a 1000 character limit

**Submit:** Saves Thank You

**Close:** Cancel current Thank You

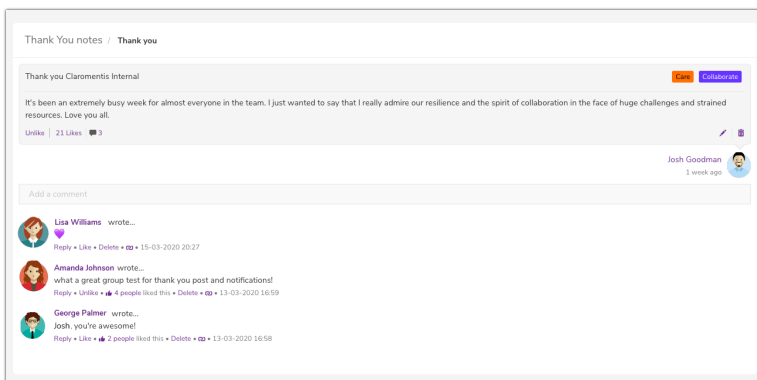
Once a Thank You has been submitted it will appear in the list.

Other users can like and/or comment on it (and any previous Thank You notes)



This screenshot shows a 'Thank You' note within a list titled 'Thank You notes'. The note is from 'Thank you Claromentsis' and contains the text: 'It's been an extremely busy week for almost everyone in the team. I just wanted to say that I really admire our resilience and the spirit of collaboration in the face of huge challenges and strained resources. Love you all.' Below the text, there are icons for 'Unlike', '21 Likes', and '3 Comments'. A red box highlights the '3 Comments' icon. To the right of the note are 'Care' and 'Collaborate' buttons. At the bottom right, there is a user profile picture and the text '1 day ago'.

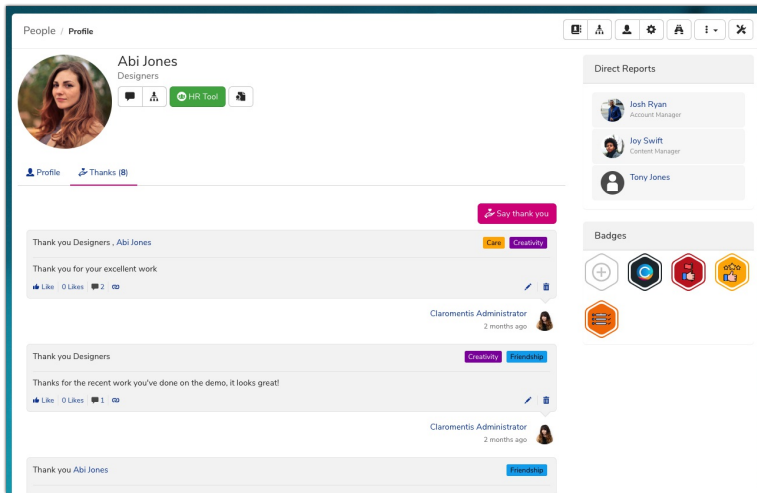
Clicking on the comment icon or link icon will take the user to a direct link for that specific Thank You:



This screenshot shows the same 'Thank You' note as before, but with a 'Comments' section expanded below it. The section is titled 'Add a comment' and shows three comments from users: Lisa Williams, Amanda Johnson, and George Palmer. Each comment includes a profile picture, the user's name, the text of the comment, and a timestamp. For example, Lisa Williams wrote 'Josh, you're awesome!' on 13-03-2020 16:58. The comments section also includes 'Reply', 'Like', and 'Delete' options for each comment.

As well as appearing in the Thank You list, it will also be logged on user profiles under the tab shown below.

Users can check out one another's list of Thank You notes in this area when on their user profile.



When a Group is thanked the same rules apply.

The Thank You note itself will reflect the group name, however, each member of the group will have it attributed to their profile.

(If new users join a Group after a Thank You note was submitted they won't have it logged. Similarly, if users leave a Group the Thank You note will remain)

### Thank You Component

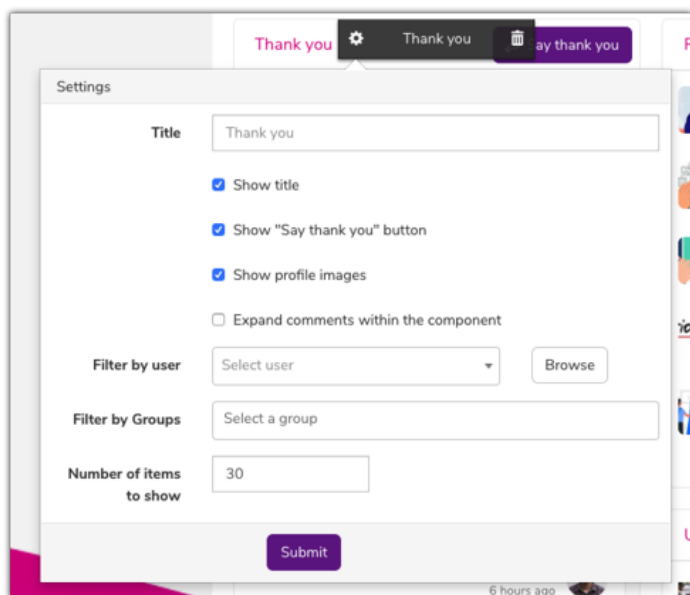
Users can submit Thank You notes directly from the component that has been placed on an Intranet page.

The settings for the new Thank You component give additional configuration options.

One is to filter by group.

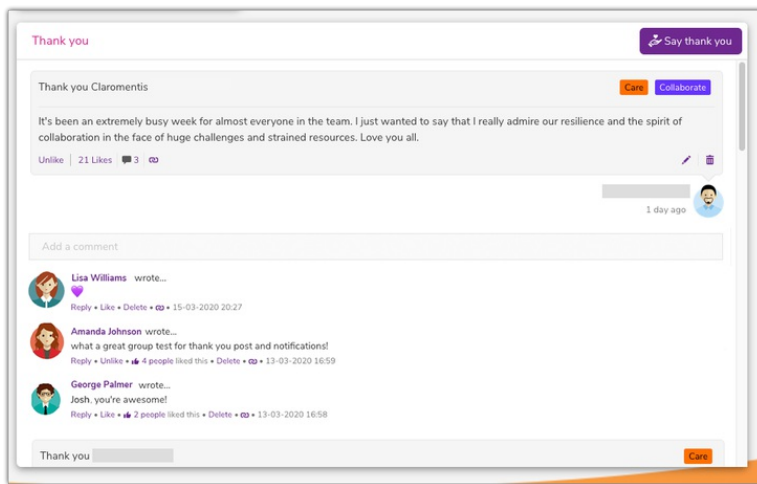
This could be useful if the Thank You component is going to be displayed on a departmental page, for example, you may wish to highlight that group's and its member's Thank You notes.

*Please note:* Thank You's will also populate for chosen filtered group members for other groups they are in that are thanked - the component will not restrict to only show Thank You's submitted for the chosen filtered groups.



Comments can be selected to expand as default in the component or not.

If this is not turned on users can click on the comment icon and follow the direct link to leave their message.

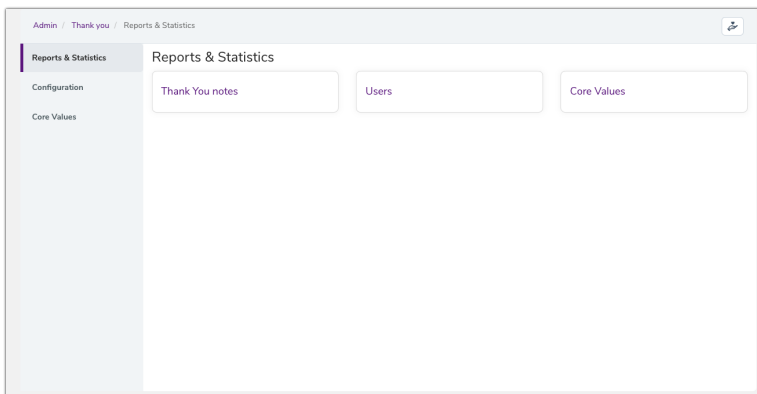


## Administrative Side

In order to access this area a user must be an application administrator of the Thank You application.

This right can be given in Admin > System > Administrators

Once an application administrator a user can head to Admin > Thank You to access the landing page seen below



## Reports & Statistics

All reports can be run by application administrators of Thank You and can be downloaded as CSV files for reference or further analysis.

### Thank You Notes

This report will list all Thank You notes submitted and can be filtered by a specific core value and/or users/roles/groups.

The Thank Yous can also be filtered by date.

The report will include the breakdown of thanked users (of a role/group/extranet), the values attributed to the Thank You (if applicable), the message itself as well as the total of comments and likes given.

Admin / Thank you / Reports & Statistics / Thank You notes

Reports & Statistics

Configuration

Core Values

Thank You notes

Core Values: All Core Values

Users: Select a user / group / role / extranet

Date Range: [Start Date] - [End Date]

Filter Reset

Export to CSV

10 entries per page

| Date Created | Thanked Groups | Total Thanked Users                               | Core Values            | Description   | Likes | Comments |
|--------------|----------------|---|------------------------|---|-------|----------|
| 25-03-2020   |                | John Smith, Julie Goodman                         | Care, Collaborate      | Thank you guys for helping out (and solving!) with the issues we've been facing, you're both brilliant!   | 3     | 0        |
| 25-03-2020   |                | Nina Williams, James Davis, Gina Downs, Ben Reed  | Care, Collaborate      | Thank you for being very responsive and professional during the recent upgrade. Really appreciated  | 4     | 0        |
| 23-03-2020   |                | Tony Wilson, Aby Jones                            | Continuous Improvement | Thank you guys for all the hard work you have done that allowed us now to switch the entire company to working remote with very little to no hassle.  | 12    | 0        |
| 21-03-2020   |                | Tony Wilson, Sue Jones, Ian Thomas, Richard Cohen | Culture                | Thank you guys for helping at 1am on a friday night / sat morning. What can I say? Your commitment is amazing. This was a company trying to get a Coronavirus message out - your help - especially Tony's - as it was a cert issue so firmly in your expertise - is just awesome. Thank you everyone! | 8     | 0        |

## Users

This report will list all registered users and the total amount of Thank You notes they have received (including those attributed to them as part of a group/role/extranet)

One user/role/group/extranet can be selected to run a report on with a specific date range selected if required.

This can be further filtered by selecting one/all core values to include.

This report could be used to generate a leaderboard of users with the most Thanks you notes.

| User           | Total times thanked |
|----------------|---------------------|
| Paige Mason    | 11                  |
| Oliver King    | 45                  |
| Paige Adams    | 26                  |
| Mia Young      | 14                  |
| Keira Campbell | 5                   |
| Ellie Jackson  | 0                   |
| George Palmer  | 21                  |
| Luca Robinson  | 46                  |
| Ava Cooper     | 2                   |
| Logan Lewis    | 34                  |

## Core Values

This report will return the number of times each core value has been attributed to a Thank You per user/role/group/extranet selected.

Not selecting any user will give the totals of all Thank You notes submitted, it is these figures that appear in the tally on the landing page of the front end of the application.

| Core Value             | Number of times selected |
|------------------------|--------------------------|
| Care                   | 9                        |
| Choice                 | 0                        |
| Clear                  | 2                        |
| Collaborate            | 11                       |
| Continuous Improvement | 5                        |
| Creative               | 2                        |
| Culture                | 3                        |

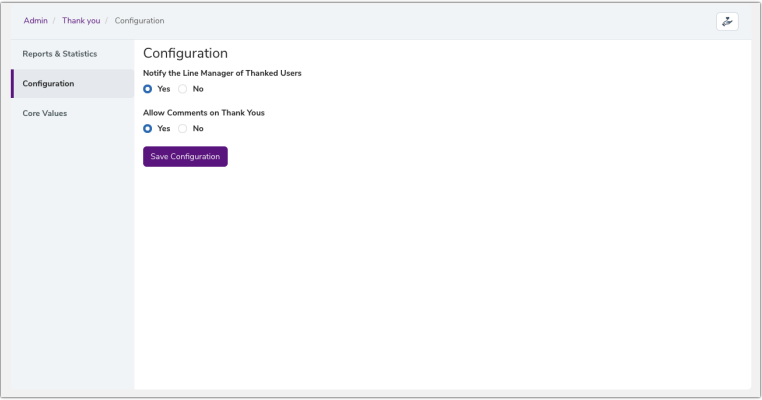
## Configuration

There are two options to choose to enable or not for Thank You notes.

The 'Notify the Line Manager of Thanked Users' option will send a notification to the line manager set on user profiles when an attributed Thank You is submitted.

The ability to leave comments on Thank You notes can be turned on/off using the setting found here.

If comments are turned off after previously being enabled, all content is saved and will reappear when comments are turned back on.



Core Values

Application administrators of Thank You can set core values that reflect your company values, this is optional and Thank You can be used without any configuration at all.

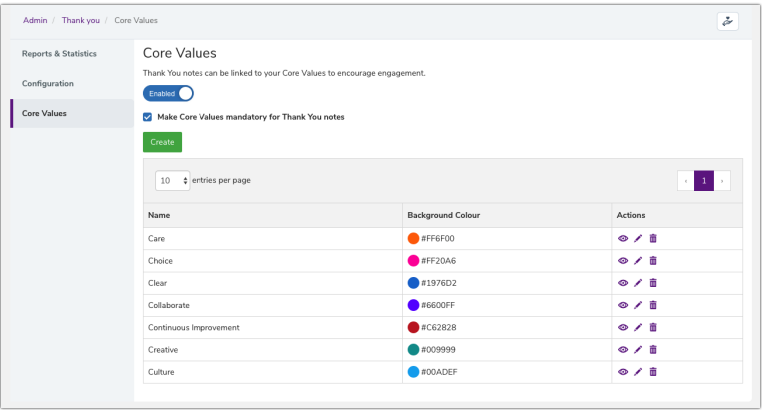
These will appear for users to select on the front end when submitting a Thank You, highlighting colleague behaviour under the appropriate values their work represents.

Colour is set per value, which is another opportunity to use your branding.

The eye icon allows a value to be hidden from the list of available values to select when thanking someone but remains visible to administrators.

Using the bin icon to delete removes all records of the value however Thanks You notes it was attributed to will remain.

The checkbox selection toggles whether selecting a core value when submitting a Thank You will be required.



Core values can be disabled and the area will appear blank as below.

If information was entered before this was disabled, all data is saved and will return to populate this area when core values are turned back on.

