

USING FEEDBACK FORMS

The documentation covers:

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how to USE THE FEEDBACK FORMS

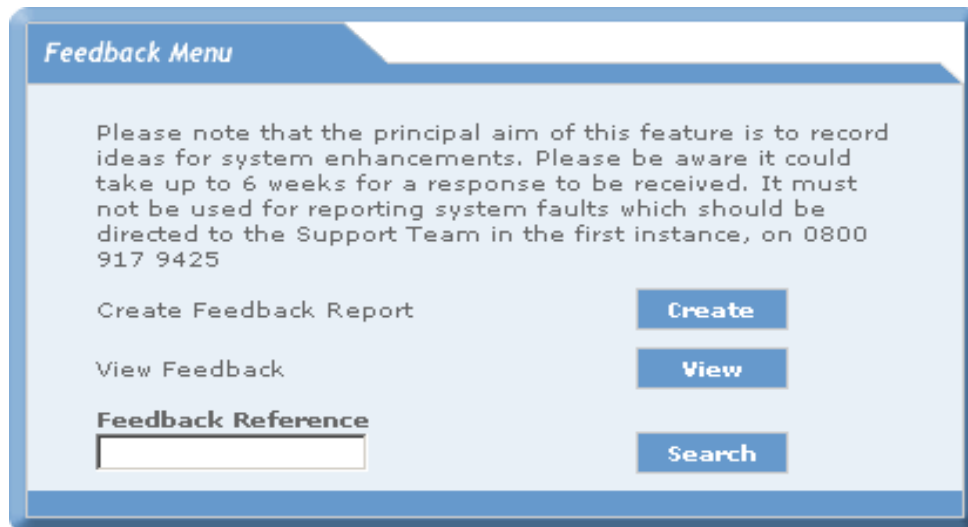
Enables you to provide feedback to the **eCo.Report** support team by creating and submitting a feedback form, viewing all previously created forms or searching for a specific form.

You can select a feed back form by:



Selecting **FEEDBACK** from the **eCo.Repair** Menu Bar.

and the following window is displayed:



Feedback Menu

Please note that the principal aim of this feature is to record ideas for system enhancements. Please be aware it could take up to 6 weeks for a response to be received. It must not be used for reporting system faults which should be directed to the Support Team in the first instance, on 0800 917 9425

Create Feedback Report

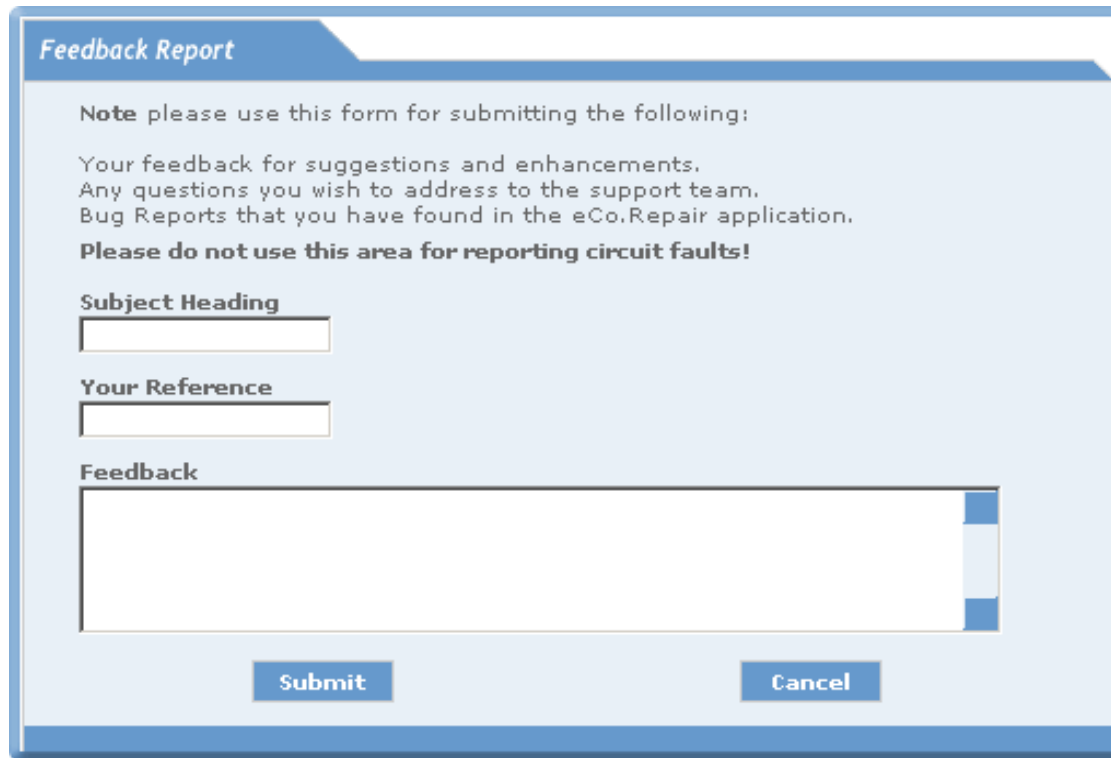
View Feedback

Feedback Reference

how to CREATE A FEEDBACK FORM

You create a feedback form by:

1. Selecting the Create button.



The screenshot shows a web form titled "Feedback Report" with a blue header. Below the header, there is a "Note" section with the following text: "Note please use this form for submitting the following: Your feedback for suggestions and enhancements. Any questions you wish to address to the support team. Bug Reports that you have found in the eCo.Repair application. Please do not use this area for reporting circuit faults!". Below the note, there are three input fields: "Subject Heading" (a single-line text box), "Your Reference" (a single-line text box), and "Feedback" (a large multi-line text area). At the bottom of the form, there are two buttons: "Submit" and "Cancel".

Note: Do **NOT** use Feedback Reports to log faults. Please report faults to **eCo.Repair Support** on **0800 9179425**.

2. Enter your Subject Heading.
3. Enter your Reference Number, for example, your telephone number.
4. Enter any feedback comments.
5. Select the Submit button.
If you select the Cancel button the feedback process is cancel and you are returned to the Feedback Menu window.

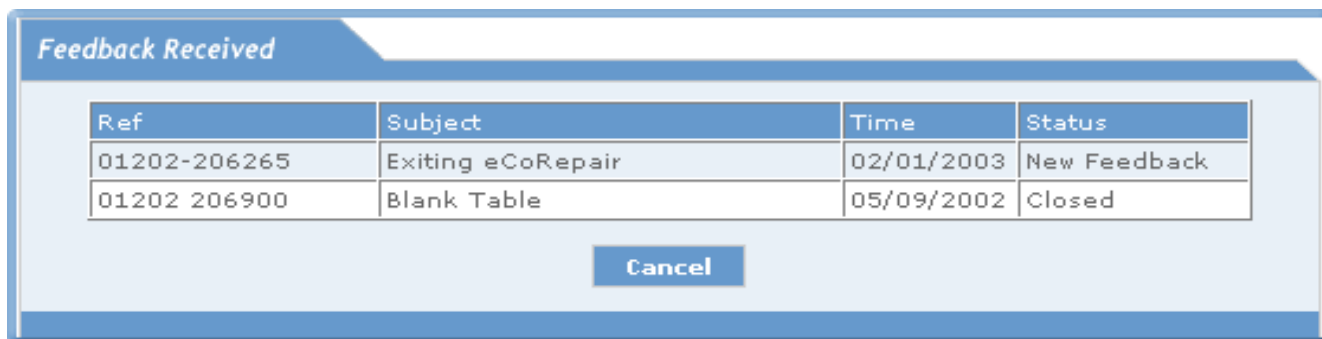
After a brief period the Feedback Report is submitted and you will be returned to the Feedback Menu window.

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how to VIEW EXISTING FEEDBACK FORMS

You view an existing feedback form by:

1. Selecting the View button.
After a few moments the Feedback Menu window is displayed:



Ref	Subject	Time	Status
01202-206265	Exiting eCoRepair	02/01/2003	New Feedback
01202 206900	Blank Table	05/09/2002	Closed

[Cancel](#)

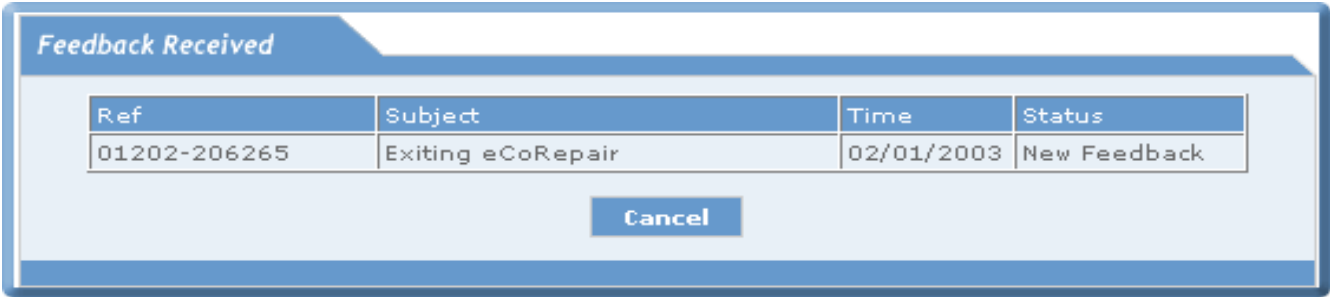
2. Select the Cancel button and you will be returned to the Feedback Menu window.

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how to SEARCH FOR A SPECIFIC FEEDBACK FORM

You can search for a specific feedback form by:

1. Entering the feedback form Reference Number in the Feedback Menu window.
2. Selecting the Search button.
After a few moments the specified form is displayed in the Feedback Received window:



3. Select the Cancel button and you will be returned to the Feedback Menu window.

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