



FEEDFORWARD USER MANUAL

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FeedForward capture tool

FeedForward is a next-gen continuous feedback capturing mechanism, which integrates directly in your email system. Let's look at how we can you can activate and use it to share feedback with peers, managers and others.

User Registration

FeedForward uses single sign-on (SSO) mechanism, so you don't have to remember another user name or password. Depending on the browser's capability (e.g. Internet Explorer) and your organizational policies, you might not need to enter your credentials and it will automatically sign you in.

NxtSpark		2
номе 1		
FEEDFC Welcome to Feedforward and your team.	DRWARD Dashboard. Process to login to unfo	old rich analytics about you
My Dashboard Intuitive and easy to understand 360 degree view of you and your skills. Find out your top skills and things which needs improvement. Also view the historical analysis of your top skills.	My Feedbacks Findout what your peer thinks about you. Feedbacks are always positive, go to the skill details page and create a plan if others think you need to improve.	My Team Find out what your team is strong at and what are the development areas. Use this data to create a plan together with your team to create top performing team.
Fig 1: Dashboard Landing page		

Click on any of the Sign-in button (Pointer # 2) once you have navigated to the home page. Once you click, the following screen would appear.



Sign in to your account	≟ – □ ×	
← → C Acrosoft Corporation [US] https://login.microsoft	oftonline.com/common/oauth2/authorize?client_id=cd74e11 🛠 🔇 :	
	NFeedDashboard Work or school, or personal Microsoft account Email or phone Password Keep me signed in	
	© 2016 Microsoft Terms of use Privacy & Cookies	
Fig 2: Microsoft Login screen		

This is directly connected to Microsoft/Office Authentication server and not a part of the FeedForward tool. In this screen you can safely enter your organizational credentials. If you need more guidance, we request you to connect with your IT team members for more details.

After you successfully sign-in in this page, after few redirects you will finally come back to FeedForward portal and your user registration will be complete.

Activating the tool

First step would be to click on the file menu and navigate yourself to "Manage Addin" button.

	Æ		Inbox - i	
		pg apratim@	nfeedforward.onmicrosoft.com	
	Save As	Microsoft	Exchange	
		+ Add Account		
	Save Attachments		A second and Capital Mathematic Catting	
	Print		Account and Social Network Setul	
		Account	Change settings for this account or set up more connections.	
		Settings -	Access this account on the web.	
	Office Account		https://outlook.office365.com/rd.onmicrosof	
	Options		 Connect to social networks. 	
	Exit			
			Automatic Replies (Out of Office)	
		Automatic	Use automatic replies to notify others that you are o	
		Replies	not available to respond to e mail messages.	
		_	Mailbox Cleanup	
		Cleanup	Manage the size of your mailbox by emptying Delete	
		Tools *		
			49.4 GB free of 49.5 GB	
			Rules and Alerts	
			Use Rules and Alerts to help organize your incoming	
		Manage Rules & Alerts	updates when items are added, changed, or remove	
			Manage Add-ins	
		₩ G	Manage and acquire Web Add-ins for Outlook.	
		Manage Add-		
μ				
	Fig 3: Opt	ions Scr	een when clicked o	on the File menu

Click the Manage Add-ins Button. Once clicked it will open your default browser and will ask you to sign in with your credentials.



Fig 4: Login screen for office 365

Once you login it will open up the Manage Add-ins screen, which will list all the available add-ins allowed by your Organization or installed by you.

فيحجر المرتجاة ويجا فاتروها حجره حجرت الرام			aa Tha ƙallawia a listahan	and a first these leaves being
stalled. Find more add-ins f	for Outlook at the Office Store	o your Outlook experien	ce. The following list show	ws add-ins that have been
<i>z</i>				
Name	* Provider	Installed by	Turned on	Ecod For
Action Items	Microsoft	Default	\checkmark	Version:
Bing Maps	Microsoft	Default	\checkmark	Created I
FeedForward	NxtSpark	Your admin	\checkmark	NxtGen Feedback Tool
FindTime	Microsoft Corporation	You		The add-in is managed
My Templates	Microsoft	Default	\checkmark	uninstall it.
Suggested Meetings	Microsoft	Default	\checkmark	Permissions: Read\write When you click this ade
Tasks in a Box	Spikes NV.	You		the selected message, : addresses, and attachm
Unsubscribe	Microsoft	Default	1	be read or modified. Th

As shown in the screen, "Turned On" column should be checked for FeedForward in order to be activated. If is not checked, please check the checkbox to enable the FeedForward Add-in.

Once checked, close the browser window, and return to Outlook client. At this point the add-in should be activated and you will be able to see FeedForward tool in email which indicates work or requesting you for your feedback, comments, suggestions or thoughts.

Once activated it would look like the following:

🕰 Reply 😰 Reply All 😂 Forward	
Wed 10/26/2016 7:48 AM	
Soumen Chatterjee	
Write up for explainer video	
To 🗌 Apratim Ghosh; 🗌 Ahana Ghosh; 🗋 Amit Chaudhury; 🗋 Suparna Ghosh; 🗋 Radhika Akella 🔥	6
Message Video Script_final.docx (19 KB)	
FeedForward	
Hi,	
PFA a write up for the explainer video that we discussed in our last meeting. I invite your comments, if any.	
Thanks,	
Soumen	
Fig 6: FeedForward Tool showing inside the email	

As FeedForward is a contextual tool, it will only show up, when an email asking you for a feedback or your comments for the work you are collaborating on.

P.S: If your add-in doesn't show up, please restart your outlook client and check again.

Anatomy of the tool

The capture tool shows up inside the mail body, has 2 parts to the system, as shown in the images below. Once you click on the FeedForward button it connects with the server to download the relevant details for your organization from the server and renders a screen similar to the picture below.



FeedForward A							
Please provide feedback for <u>Abhijay Chaterjee</u> 3 ON OFF Anonymous Share							
(<u>:</u>)	(Ĩ	4		
	SMART	GREAT	IMPRESSIVE	AWESOME	1		
FeedForward 🔺							
Please provide feedb	oack for Abhijay C	haterjee	ON	OFF Anonym	nous Share		
Collaborator Empathy Communicator Meticulous Assertive Learner							
Analytical Creative Driven Strategic 5							
Fig 8: Screenshots of	the capture tool						

Pointer 1: This shows the rating cards which can be used to give feedback. The point scale and Rating definitions are configured and customized for your organization. So while viewing it for your organization it's quite possible you will see different numbers and values for this rating scale.

Pointer 2: This shows the name to whom you are sharing the feedback to. The tool automatically senses the email sender's details as the feedback receiver.

Pointer 3: This button gives you the capability of sharing your feedback anonymously. Once this button is turned on, the tool will keep feedback giver's details private and the receiver will not be able to see who has given the feedback.

Pointer 4: Share Button, lets you share the feedback with the receiver. Once you have filled in all the details, this button sends the feedback related information to the server for further processing.

Pointer 5: This shows the list of competencies based on which you can rate the user. For example if you think Person "X" has done a great job, you can select the set of competencies/skills, he/she exhibited to create a great output. Please note these are also customizable entries, so you might see different set of skills/competencies as configured by your organization.

Pointer 6: Comments field lets you add a word of encouragement or an advice to your fellow colleague/recipient. This is a very important part of the feedback, as it personalizes feedback as well as adds dimensions to how the feedback is received.

Share feedback using Desktop Client

Sharing feedback is a 3 step process in any form factor that you select.



Select the mail based on which you want to give feedback and click the FeedForward button inside of your email.

Step # 2:



FeedForward tool, downloads the page from the server. Verify the recipient details (Pointer #2), to make sure you are giving feedback to the right person. Turn on the Anonymous button (Pointer # 3), if you don't intend to share your details with the recipient. Finally click one of the ratings options (pointer # 1) available to you.

Once you click on any of the ratings (pointer # 1), the screen will automatically rotate and land you in a screen as below

FeedForward 🔺	
Please provide feedback for Abhijay Chaterjee	ON OFF Anonymous Share
Collaborator Empathy Communicator	Please share your comments
Meticulous Assertive Learner	
Analytical Creative Driven Strategic	
	-(5) (6)
Fig 11: Second screen of the tool	

In this screen you select the skills/competencies (Pointer # 5) of the user, which he exhibited in getting the work done. Please choose as many skills/competencies as applicable. Also you can add your personalized comment in the comment box (Pointer # 6).

Step 3:

Once all the above mentioned actions are completed you can click the 'Share' button (pointer # 4) to provide feedback to the individual. Please note adding comments are optional, but we highly recommend it, as this adds personalization and makes the feedback more meaningful to the recipient. Once you click the 'Share' button the following screen would appear as a confirmation.



Share feedback using Web browser

Sharing feedback is a 3 click process in any form factor that you select.

Step # 1:

Please review my PPT				
Abhijay Chaterjee Tue 11/8, 9:40 PM Amit Chaudhury; Aparajita Chaterjee; +6 more ¥	٠	S Reply all ↓		
FeedForward		Ô		
Please review my PPT				
Fig 13: WebMail with FeedForward tool				

Select the mail based on which you want to give feedback and click the FeedForward button inside of your email.

Step # 2:

	FeedForward					O	
Plea	se provide feedb	oack for Abhijay (Chaterjee	ON	off Anonymo	ous Share	
	(<u>·</u>)	((²		
	IMPROVE	SMART	GREAT	IMPRESSIVE	AWESOME		
Fig 14	: First screen of	the tool in Web	Mail				

FeedForward tool, downloads the page from the server. Verify the recipient details (Pointer #2), to make sure you are giving feedback to the right person. Turn on the Anonymous button (Pointer # 3), if you don't intend to share your details with the recipient. Finally click one of the ratings options (pointer # 1) available to you.

Once you click on any of the ratings (pointer # 1), the screen will automatically rotate and land you in a screen as below

FeedForward		Ô
Please provide feedback for Abhijay Chaterjee	ON OFF Anonymous	Share
CollaboratorCommunicatorMeticulousAssertiveLearnerAnalyticalCreativeDrivenStrategic	Please share your comments	
ig 15: Second screen of the tool in WebMail		

In this screen you select the skills/competencies (Pointer # 5) of the user, which he exhibited in getting the work done. Please choose as many skills/competencies as applicable. Also you can add your personalized comment in the comment box (Pointer # 6).

Step #3:

Once all the above mentioned action are completed you can click the share button (pointer # 4) to share Once all the above mentioned actions are completed you can click the 'Share' button (pointer # 4) to provide feedback to the individual. Please note adding comments are optional, but we highly recommend it, as this adds personalization and makes the feedback more meaningful to the recipient. Once you click the 'Share' button the following screen would appear as a confirmation.

	FeedForward						
Please provide feedback for Abhijay Chaterjee				ON	OFF Anonymo	ous Share	
	(··)	\bigcirc	\bigcirc		(în		
	Hello Apratim Ghosh Thank you for Submitting your feedback.						
Fig 16	5: Feedback conf	irmation page in	WebMail				

User Dashboard

The user dashboard is a <u>website</u>, where one can view all the feedback received from various peers & stakeholders, along with various additional analytics. The user can also get insights about his/her team.

Anatomy of User Dashboard

Once you navigate to dashboard <u>website</u> you would see a webpage as shown in the below image.

		(2)	
HOME1			
FEEDFC Welcome to Feedforward and your team.	DRWARD Dashboard. Process to login to unfo	old rich analytics about you	
My Dashboard Intuitive and easy to understand 360 degree view of you and your skills. Find out your top skills and things which needs improvement. Also view the historical analysis of your top skills.	My Feedbacks Findout what your peer thinks about you. Feedbacks are always positive, go to the skill details page and create a plan if others think you need to improve.	My Team Find out what your team is strong at and what are the development areas. Use this data to create a plan together with your team to create top performing team.	
Fig 17: Dashboard Landing page			

Pointer 1: This is your default home button for you to always come back to this screen. This screen gives you an overview about the tool and shows details about what information you can view once you login.

Pointer 2: Both Sign-In buttons will appear if you are not signed.

Once you sign-in (explained <u>here</u>), these additional menus and navigation buttons will appear as shown below.



Ģ	NxtSpark				HELLO APRATIM !	
но	ME MY DA SHBOARD	MY FEEDBACK	FEEDBACK 360°		(3)	
	4	5	6			
	FEED Welcome to Feed and your team.	FOR	WARE board. Process to lo) ogin to unfold	d rich analytics about you	
	·					
Ν.4	v Dashboard	N	ly Foodbacks		My Team	
Fig 18: 5	Screen after login	1				

	(N	ktSpark				0-	HELLO APRATIM !	
	HOME	MY DA SHBOARD	MY FEEDBACK	FEEDBACK 360°		3	SIGN OUT	
	W	FEED relcome to Feed and your team.	FOR forward Dashb	WARI board. Process to I	D ogin to unfold ri	ch analytics ab	out you	
Fig	19: User	^r Drop down N	/lenus					

Pointer 3: After a successful Sign-in with your organizational credentials, the system will greet you by your first name. This also acts as a dropdown menu to quickly view your profile and sign-out of the system as shown in Fig 16.

Pointer 4: My Dashboard is an intuitive and easy way to understand 360° view of you and your skills. Find out your top skills and things which needs improvement. Also view the historical analysis of your top skills. You can read more about in "My dashboard" section.

Pointer 5: My Feedback, lets you find out what your peer thinks about you. Feedback are always positive, go to the skill details page and create a plan if others think you need to improve. You can read more about it in "My Feedback" section.

Pointer 6: Feedback 360°, is way to share feedback to your peers and colleagues, for conversations and interactions which are not mail driven. For example a 1:1 discussion or just a chat over a cup of coffee. Find out more about it in the "Give Feedback" section.

Pointer 7: Profile Menu, lets you view your profile details as well as your team details and how they are performing. An easy way to keep track of yourself and your team with a click of a button. Find out more about it in in the "Your Profile" section.

Pointer 8: 'Sign-out' button lets you log off from the system once you are done with your work.

Log-in to the system

FeedForward uses single sign-on (SSO) mechanism, so you don't have to remember another user name or password. Depending on the browser's capability (e.g. Internet Explorer) and your organizational policies, you might not need to enter your credentials and it will automatically sign you in.



Click on any of the Sign-in button (Pointer # 2) once you have navigated to the home page. Once you click, the following screen would appear.



Sign in to your account	≟ – □ ×	
← → C ▲ Microsoft Corporation [US] https://login.microso	oftonline.com/common/oauth2/authorize?client_id=cd74e11 🛠 🔇 :	
	NFeedDashboard Work or school, or personal Microsoft account Email or phone Password Keep me signed in	
	Sign in Back Can't access your account? © 2016 Microsoft Terms of use Privacy & Cookies	
Fig 21: Microsoft Login screen		

This is directly connected to Microsoft/Office Authentication server and not a part of the FeedForward tool. In this screen you can safely enter your organizational credentials. If you need more guidance, we request you to connect with your IT team members for more details.

After you successfully sign-in in this page, after few redirects you will finally come back to FeedForward dashboard where you will be able to access all the rich analytics about you.

My Dashboard

My dashboard lets you view some key metrics about your performance based on the feedback you have received. It aggregates all of the feedback data to give you a 360° view of how are you progressing/doing in the organization.



Pointer 1: Shows your current top skills and how they have been trending over last 6 months. This data is calculated basis the ratings you have received from your peers and colleagues.

Pointer 2: Rating spread shows you overall view of how your peers and colleagues look at you across the skills. The area of the pie signifies the number of the feedback you have received.

Pointer 3: This shows your top 5 skills based on the aggregated rating you have received. The 'Dark Blue' line shows how the organization is performing in those areas whereas the 'Green' line shows how you compare to that benchmark. These are calculated based on a percentile ranking algorithm.

Pointer 4: This shows your bottom 5 skills or the areas of improvement based on aggregated ratings you have received. Here also the 'Dark Blue' line signifies the organization benchmark whereas the 'Orange' line is your performance. These are calculated based on the same percentile ranking algorithm.

My Feedback

My feedback screen shows you all the feedback you have received till date. This feedback is private to you and no one else in the organization can view this specific information.



Pointer 1: All new feedback, comes as wrapped. You need to individually open all the feedback to view them. To open it you would need Karma points (explained <u>here</u>). If you don't have Karma points you won't be able to open the feedback and view comments shared with you.

Pointer 2: This shows a feedback which is already opened by you. It shows the person's details who has shared the feedback, the comments he mentioned and how he has rated you on different skills. It also mentioned the time (server time) the feedback was shared with you.

If feedback is shared anonymously then the feedback will appear as shown in the picture below.



As depicted, the user details are not present when the feedback is shared anonymously.



Spectrometer

NxtSpark			HELLO API	RATIM !
HOME MY DA SHBO/	ARD MY FEEDBACK	FEEDBACK 360°		
pectrometer		2 3	4 5	
tailed view of your skiils with pand the rows to understand	n eurrent score and trending va d more details and see who car	lues. Use this data to plan your development pl n help.	lan.	
Skills				_
Skill Name Collaborator	Category Sc Median	50 %	Feedback Count Action	
Empathy	Improve	12.5 %	1 Create	Goal
Communicator	Median	50 %	4	
Meticulous	Median	62.5 %	2	
Assertive	Median	50 %	2	
Learner	Median	42.9 %	3	

The Spectrometer shows the feedback details for each skill (Pointer # 1) – whether the skill has been rated by colleagues as a strength or an area of improvement (Pointer #2), the percentile score (Pointer # 3) and the number of feedback (Pointer # 4) received for that skill. Based on whether it's a strength or an area of improvement, one can then take up a development goal (Pointer # 5) to work on.

Skill Name	Category	Score	Feedback Count Action
Collaborator	Strong	100 %	1
Description Click here to know more		Soumen Chaterjee CEO Karma points	Aparajita Chaterjee Team Lead
		500 Contact III Know more	50 ← Contact III Know more
Empathy	Improve	0	1 Create Goal
Description		Bobby Akella Manager Ops	Suparna Basu CMO Karna points
		0 ← Contact III Know more	Contact I≣ Know more
0	Strong	87.5 %	1

On clicking on the row of a particular skill, it expands to show the top-rated two employees (Pointer # 1) for that skill. This can be helpful in reaching out to them and identifying what makes them the top achievers and possibly emulate and internalize some of their practices.



My Profile

This feature helps you in keeping track of feedback given (Pointer # 1) and received (Pointer #2) by you. It also shows the Karma Points (Pointer # 3) you have in your account.

The working team (Pointer # 4) composition draws data from Delve (a Microsoft Office 365 feature) based on your work-related email interactions and is not limited to your reporting structure. It evolves and changes over time depending on whom you are collaborating/working with. This can help in keeping track of peers you have collaborated with and thus seek feedback from them.

The 'My Team' (Pointer # 5) feature is explained in the next section.



My Team

			HELLO APRATIM !
HOME MY DASHBOARD	MY FEEDBACK	FEEDBACK 360*	
/ Team			
Skills		\frown	
Skill Name	Score	(1)	Feedback Count
Collaborator		25 %	2
Description Click here to know more		Soumen Chaterjee CEO Karma soints	haterjee
		Contact I Know more	tact I≣ Know more
Empathy		37.5 %	5

By clicking on "My Team" you get to view how your team is performing. This data is an average feedback score (i.e. percentile ranking) of all of your direct reports for a given skill. Top-rated employees (Pointer # 1) in the organization are shown in the expanded view for that skill. You can connect your team members with these top-rated employees for mentoring, coaching or a quick meeting for further development.

Gamification of Feedback

In order to encourage the process of feedback among users, a gamification concept has been employed. For every feedback given, 10 Karma points are added to the user and 10 points are deducted for every feedback viewed/opened. A user hence needs to have enough balance of Karma points in his account to view/open the feedback received.

Example:

- (A) Apratim has given 29 feedback = 290 Karma Points added
- (B) Apratim has received 29 feedback
- (C) Apratim has opened 21 feedback yet = 210 Karma Points deducted
- (D) Net Karma points for Apratim = (A) (B) = 80 Karma points

Gamification also helps in driving culture. For example, when Apratim receives a feedback from his manager or senior management, it would be natural for him to be curious to view the feedback. However, without 'Karma Points', he can't view the same. So he will have to give feedback to others or his direct reports, thus driving the culture.

		HELLO APRATIM!
HOME MY DA SHBOARD	NY FEEDBACK FEEDBACK 360*	
Your Profile	29 Feedback Given!	Karma Pointsi
	Your Network	
Apratim Ghosh		
СТО		
My Team	Ahana Ghosh Apratim Ghosh Amit Chaudhury	
	Sunarna Ghosh	
ig 28: Shows count o	of feedback given and received, net Karma points an	d team structure

The net Karma Points (Pointer # 1) are shown in the My Profile page.

Feedback 360°

The Feedback 360° is an additional feature of FeedForward App to capture feedback for interactions that do not happen vide mail e.g. meetings, discussions, telephone conversations and web meetings.

NxtSpark	HELLO APRATIM !
HOME MY DASHBOARD MY FEEDBACK FEEDBACK 360°	
User: Select a user for Review	
Prev	
Fig 29: Shows various competencies on a carousel	

The User for whom you want to give feedback to can be searched by keying in the first three letters of his name in the search box (Pointer # 1) and the matching entries show up. Select the one whom you want to give feedback to.

The competencies are viewable on a carousel (Pointer # 2). An employee can rate each competency on the rating scale (Pointer # 3) similar to the email add-in or can skip to the ones which he deems to be relevant for giving feedback to a particular user.

At the end of the carousel, you can insert additional comments if you wish to and then share the feedback. Although it's optional, this is a very important part of the feedback, as it personalizes feedback as well as adds dimensions to how the feedback is received.



FAQs

Is my email content stored on NxtSpark server?

No, your emails are not stored or transmitted to NxtSpark's server. We are particular about the security and privacy of your data, thus none of the email details are shared with or transmitted to our server.

Who determines whether feedback tool shows up?

You email server (Microsoft Exchange). As part of the tool configuration, we upload an XML file to your exchange server which defines the scenarios or keywords basis which Exchange Server shows up the FeedForward Add-In inside your emails. Only when you click on the FeedForward button inside your emails, FeedForward tool is activated.

What data NxtSpark reads from my Active Directory?

NxtSpark requires 2 of the most minimal rights that can be given to an Application.

- 1. Login rights
- 2. Read only access to Profile and Directory information

Both of them are the basic requirement to implement a Single Sign-on (SSO) system with your organization credentials. For more information you can read more <u>here</u>.

Can I give feedback to peers and seniors?

FeedForward is a 360° continuous feedback tool. You can provide feedback to anyone in the organization. Whether they belong to your current team, your manager, your peers and even the virtual teams you are part of.

Who can read my feedback?

Only the recipients can see or view their specific feedback. No one else has access to their feedback not even their immediate Managers/Supervisors including the Organization Leadership. Managers can only view their data aggregated at their team level but not specific information about a feedback.

Is feedback data public?

The feedback data is viewable only by the user. The Manager can also view the data however at an aggregated level. Please refer to the question above "Who can read my feedback".

What does the 'Spectrometer' score signify?

The score is an indication of how your colleagues rate you on your competencies basis your work related interactions with them. These are calculated based on a percentile ranking algorithm.

Can I turn off the feedback tool?

Yes, you can turn off the tool in case you don't wish to participate in the feedback process. You can turn it off by navigating to the Manage Add-in section in your email client.

How do I give feedback for an offline/non-email conversation?

The 360° Feedback tool is an easy and effective way to give feedback to colleagues for offline and nonemail based interactions. For more details, <u>read here</u>.

How does gamification help?

Giving and receiving is an innate element of the organizational culture. Gamification helps in augmenting the efforts of the organization in promoting and nurturing this culture.