

101 Email Survey Process

An overview of the 101 automated survey process

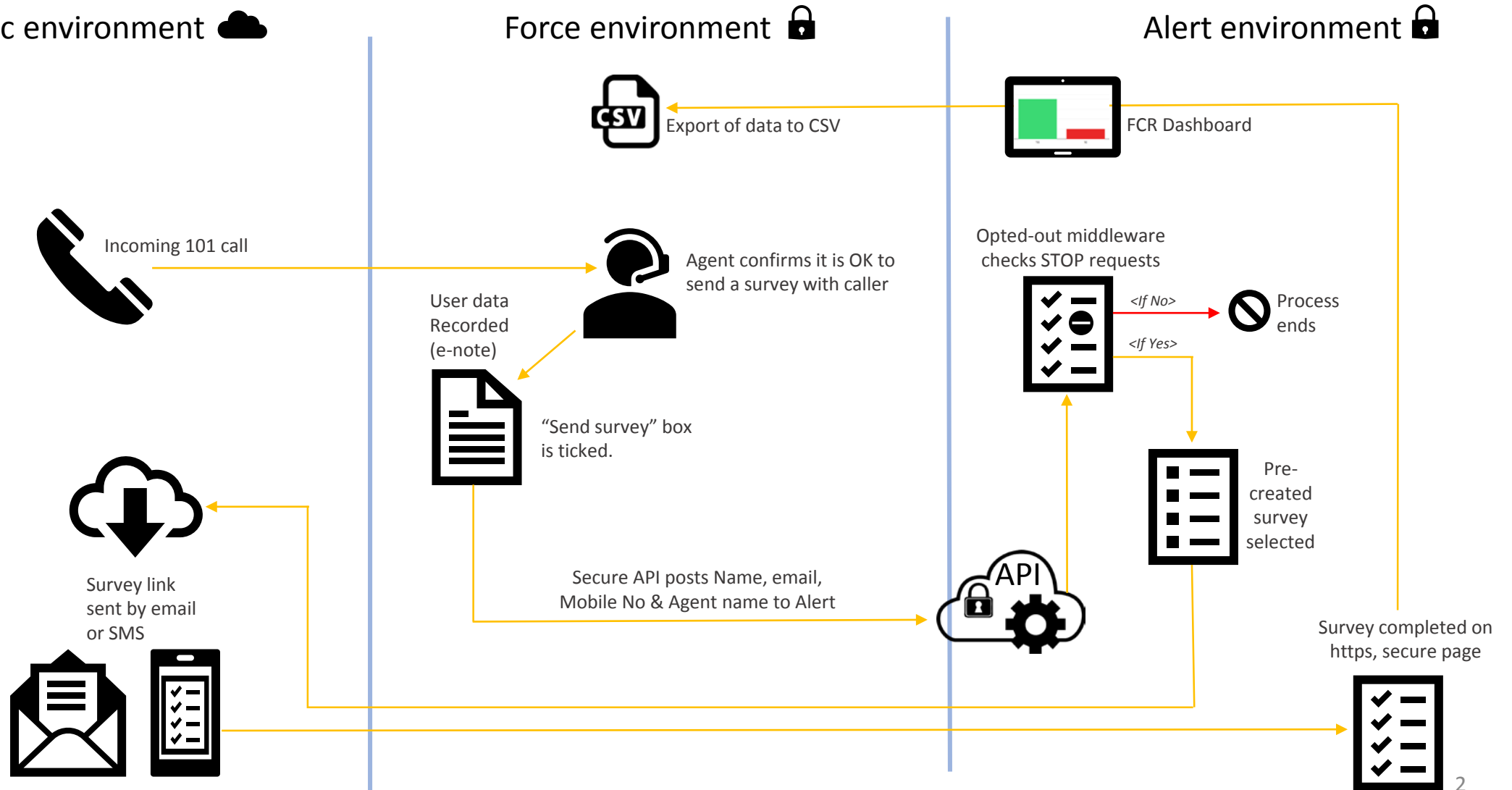
Process and Environments: WMP



Public environment

Force environment

Alert environment



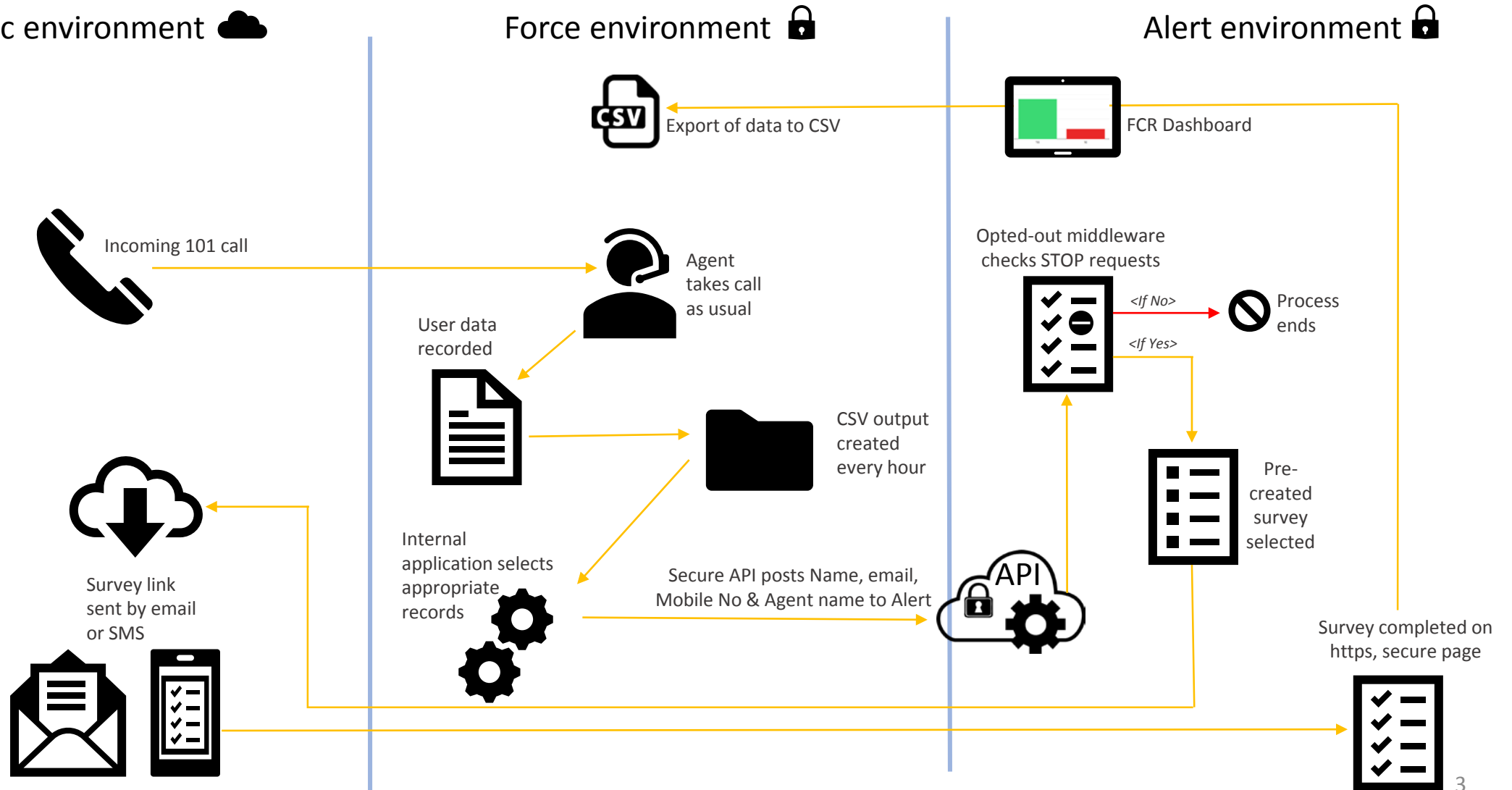
Process & Environments: Proposed



Public environment ☁️

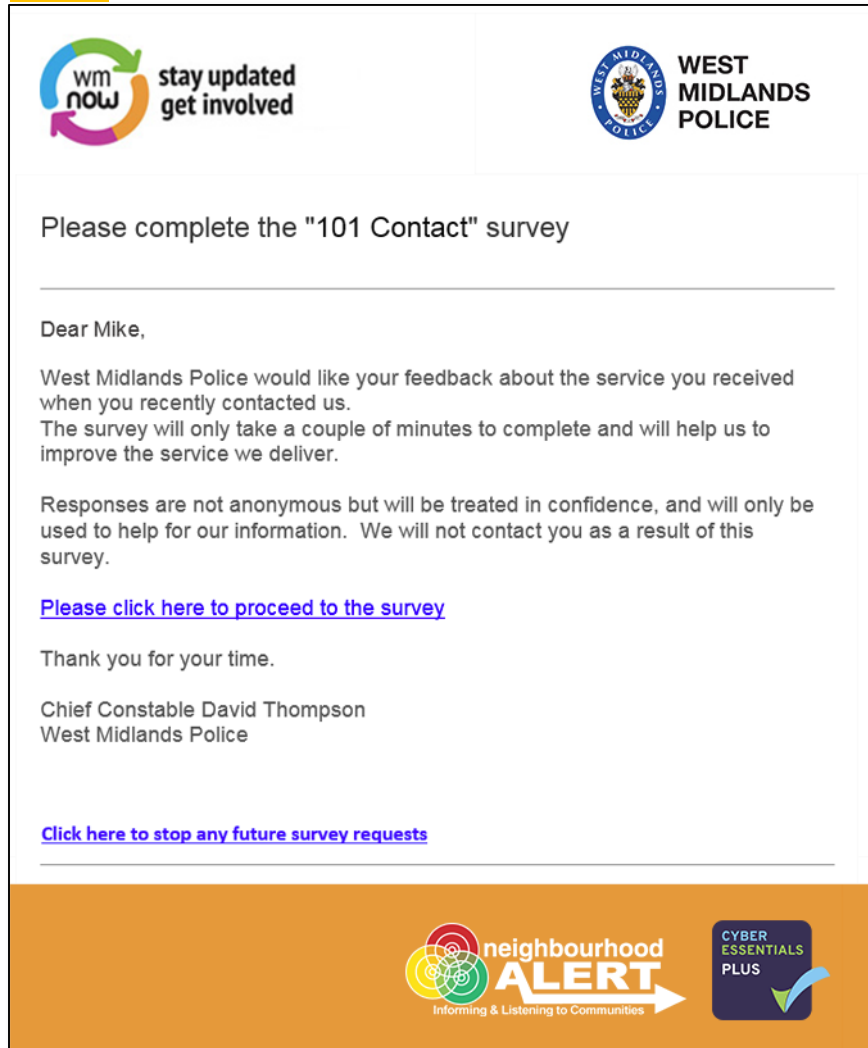
Force environment 🔒

Alert environment 🔒

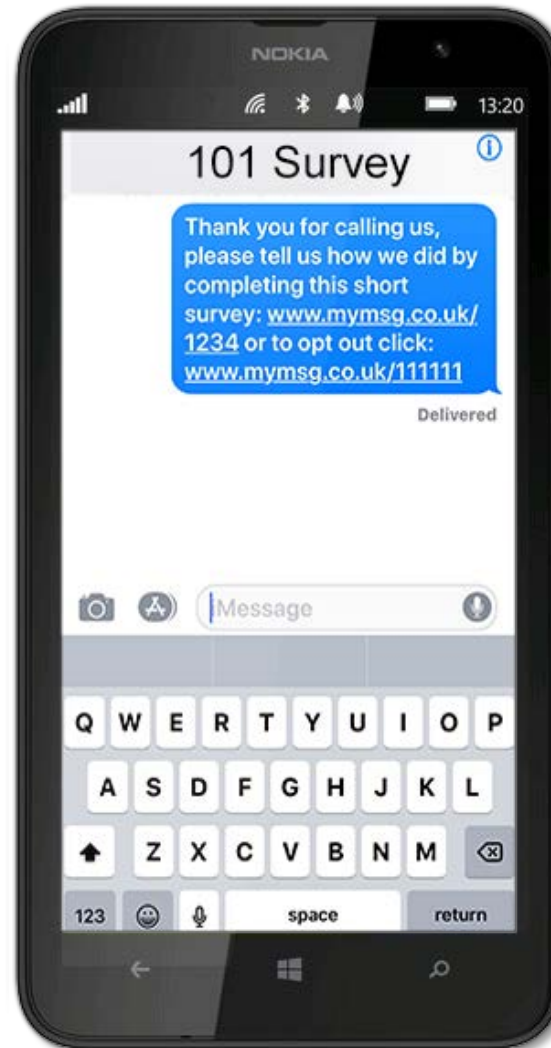


Survey Requests

email



SMS



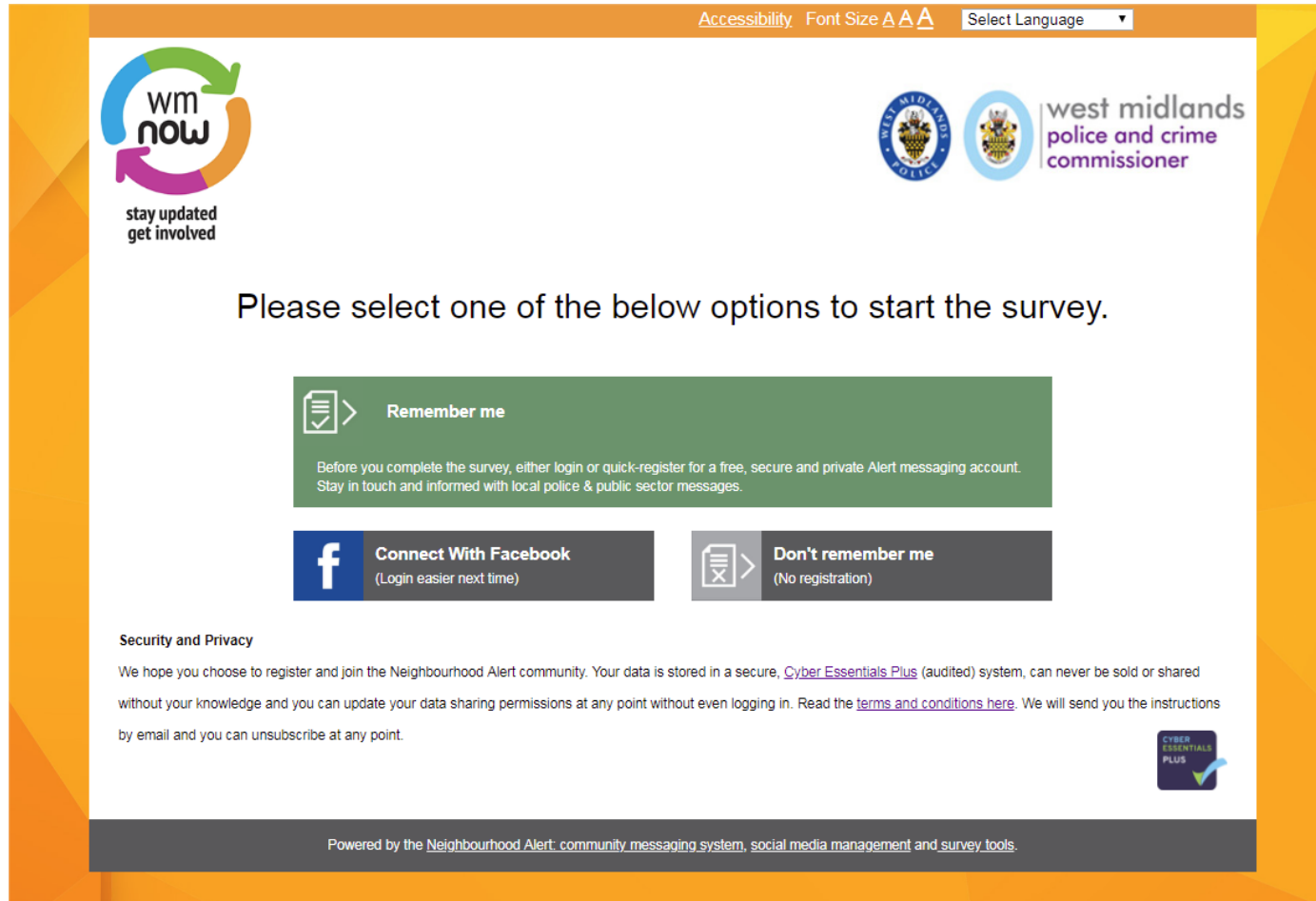
Once the API and internal processes have confirmed a survey request should be sent, this can be sent by email and/or text message (as dictated by your internal process).

Email is free, text messages cost 3 pence each

The email and text content can be customised. Both include links to the survey and "Stop" facilities.

Survey Requests

Mobile optimised / responsive, secure web survey
Provides optional registration before the survey



The desktop view of the survey request page features a white background with an orange border. At the top right, there are links for 'Accessibility', 'Font Size' (with three 'A' icons), and a 'Select Language' dropdown menu. On the left, the 'wm now' logo is displayed with the tagline 'stay updated get involved'. In the center, the West Midlands Police and Crime Commissioner logos are shown. The main heading reads 'Please select one of the below options to start the survey.' Below this, there are three main options: a green 'Remember me' button with a checkmark icon, a dark grey 'Connect With Facebook' button with the Facebook logo and the text '(Login easier next time)', and a dark grey 'Don't remember me' button with a document icon and the text '(No registration)'. At the bottom left, there is a 'Security and Privacy' section with a paragraph of text and a 'CYBER ESSENTIALS PLUS' logo at the bottom right. A footer at the very bottom states 'Powered by the Neighbourhood Alert: community messaging system, social media management and survey tools.'

Accessibility Font Size A A A Select Language

wm now
stay updated
get involved

west midlands
police and crime
commissioner

Please select one of the below options to start the survey.

Remember me
Before you complete the survey, either login or quick-register for a free, secure and private Alert messaging account. Stay in touch and informed with local police & public sector messages.

Connect With Facebook
(Login easier next time)

Don't remember me
(No registration)

Security and Privacy
We hope you choose to register and join the Neighbourhood Alert community. Your data is stored in a secure, [Cyber Essentials Plus](#) (audited) system, can never be sold or shared without your knowledge and you can update your data sharing permissions at any point without even logging in. Read the [terms and conditions here](#). We will send you the instructions by email and you can unsubscribe at any point.

CYBER ESSENTIALS PLUS

Powered by the [Neighbourhood Alert: community messaging system, social media management and survey tools](#).



The mobile view of the survey request page is shown on a Nokia smartphone. The page is scaled to fit the screen. At the top, the Nokia logo and status bar (showing signal, Wi-Fi, Bluetooth, and battery) are visible. The URL 'neighbourhoodalert.co.uk' is shown in the address bar. The 'Accessibility' and 'Select Language' options are present. The 'wm now' logo and 'stay updated get involved' tagline are centered. Below, the West Midlands Police and Crime Commissioner logos are displayed. The main heading reads 'Please select one of the below options to start the survey.' The 'Remember me' option is highlighted with a green background. The 'Connect With Facebook' and 'Don't remember me' options are also visible. The 'CYBER ESSENTIALS PLUS' logo is at the bottom right. The phone's navigation bar at the bottom shows back, home, and search icons.

NOKIA

neighbourhoodalert.co.uk

Accessibility Select Language

wm now
stay updated
get involved

west midlands
police and crime
commissioner

Please select one of the below options to start the survey.

Remember me
Before you complete the survey, either login or quick-register for a free, secure and private Alert messaging account. Stay in touch and informed with local police & public sector messages.

CYBER ESSENTIALS PLUS

Online Survey

Accessibility Font Size A A Select Language

wm now
stay updated
get involved

**west midlands
police and crime
commissioner**

Call Handling Survey

Thank you for taking part in this survey about your call to West Midlands Police today. Your opinion is valued, and your answers will help us to improve our service.

Did the call handler listen to what you had to say?

Yes
 No

Did the call handler act in a professional manner?

Yes
 No

Did the call handler take your matter seriously?

Yes
 No

Did the call handler act in a respectful manner?

Yes
 No

How happy are you with the service you received during your call today?
Please rate on a scale of 1 to 5 (1 being lowest and 5 being highest)

1 2 3 4 5

If there is anything else that you would like say about the service you received today, please tell us below

Powered by the Neighbourhood Alert, community messaging system, social media management and survey tools.

Survey questions are fully customisable

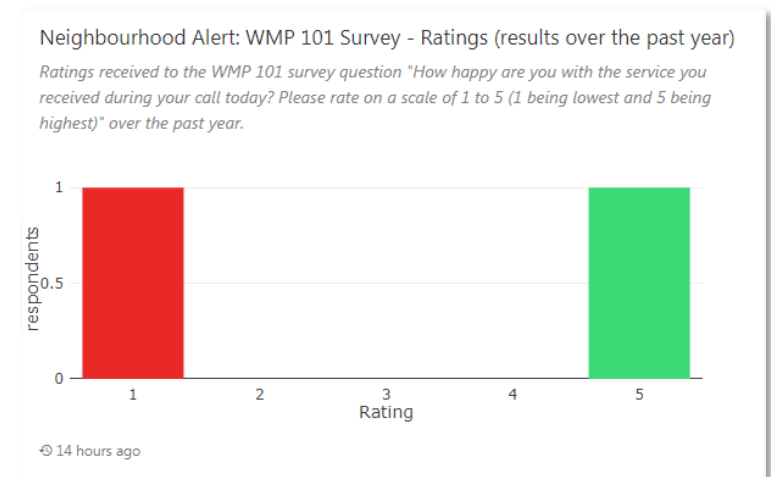
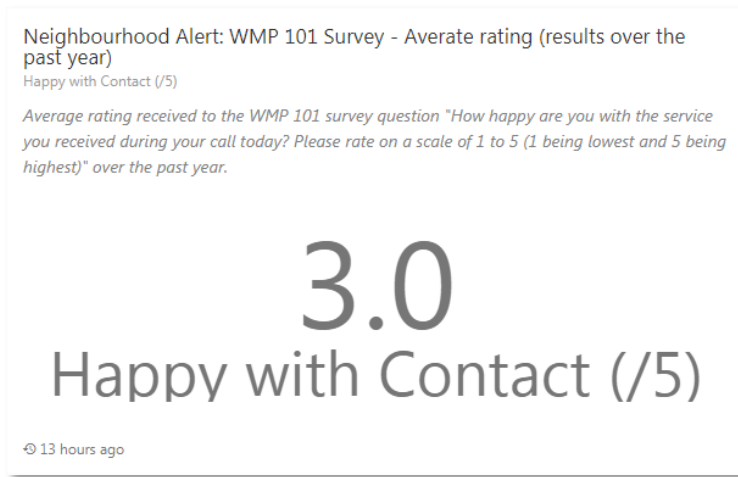
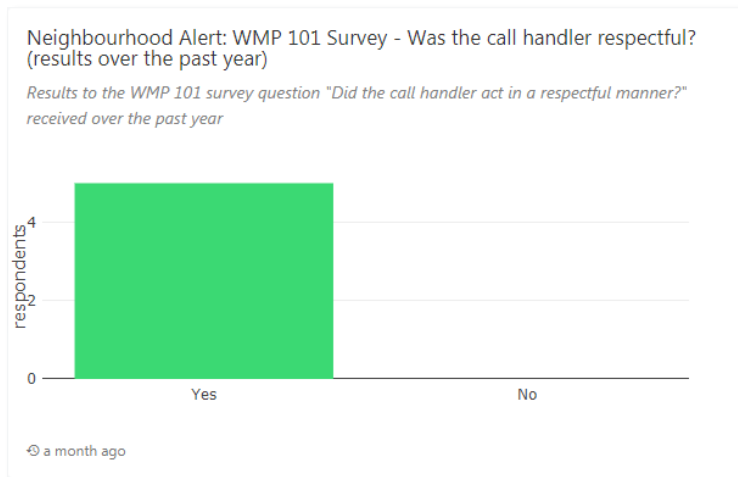
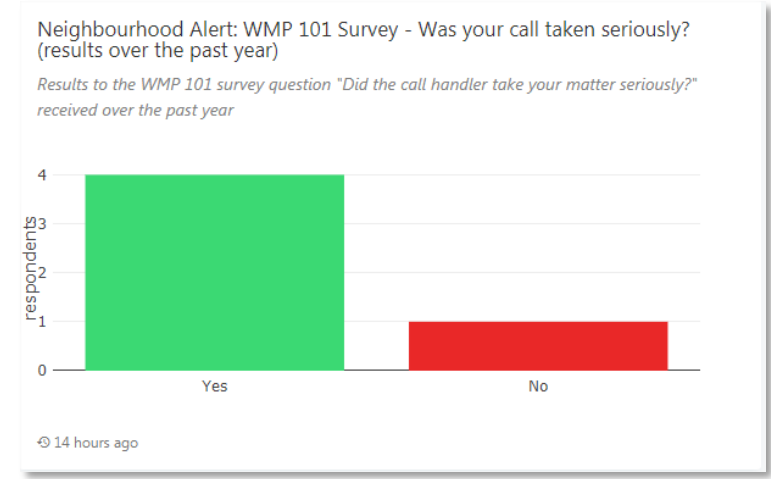
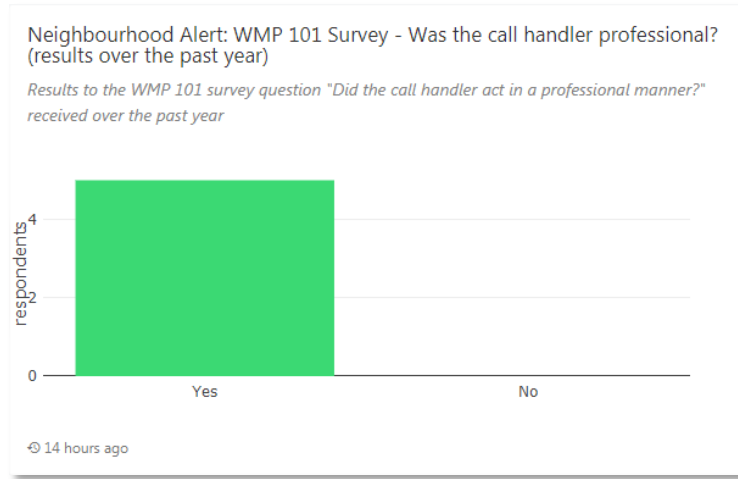
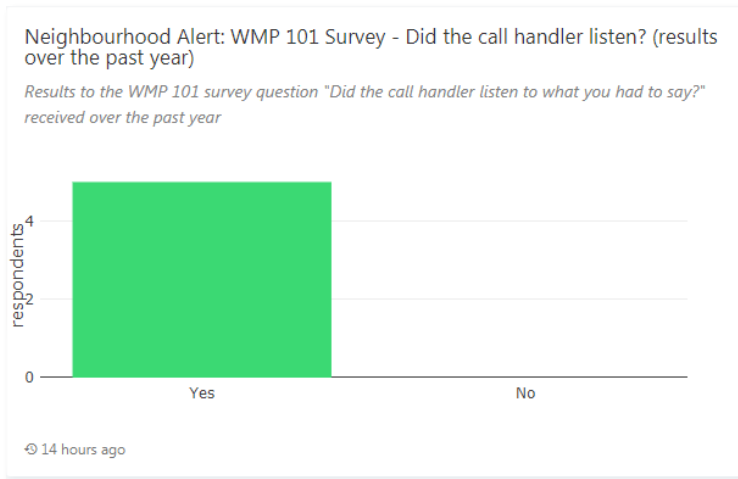
Range of survey question types available

Fully mobile optimised

Works with or without registration, you don't have to be registered first

FCR Dashboard

All responses are fed to an online “Dashboard” which updates every fifteen minutes



More information:

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Watch DI Banton explain about the survey tool at our 2017 Conference:

<https://www.screencast.com/t/LAVAQ3FIhS>

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