1E Employee Sentiment

1E Employee Sentiment helps IT understand how end users feel about their digital environments by systematically collecting, measuring, and surfacing actionable end user feedback.

Common Challenges

Understanding the digital experience from the end user perspective

When entirely quantitative and based on telemetry from the endpoint or applications, DEX monitoring creates the possibility of a "watermelon effect" and risks all the numbers being good, but the user is still unhappy.

Systematically collecting actionable feedback

Many IT organizations lack a conduit to systematically collect suggestions, feedback, and areas of frustration to develop a roadmap aligned to the business.

Understand the effect of major updates and rollouts

Often when IT pushes out major service packs, updates to applications, or other changes, there is no feedback loop other than waiting for the service desk to light up.

Common Use Cases

Run pulse surveys to gather insight on IT services

On top of collecting sentiment for the DEX score, 1E Employee Sentiment can be used to ask targeted questions about satisfaction with applications, hardware, IT department, service desk, etc. Low scores can trigger a request for more information.

Gathering proactive feedback on major deployments / application updates / service packs or rollouts.

Using 1E Employee Sentiment as part of a major change can be a way of getting an early warning that things are not going well (or confirmation that it is). The survey can be configured to be event based and triggered as soon as the rollout or service pack is applied.

Gathering a user feedback element for XLAs (eXperience Level Agreements)

Traditional SLAs that focused on a few tightly defined metrics (such as uptime and mean time to resolution) are being replaced by XLA programs (eXperience Level Agreements). These programs seek to set an experience threshold that aligns with business needs. Collecting direct sentiment metrics and user narrative is a vital component of an XLA.

Benefits

✓ Greater business alignment

When IT can collect feedback directly from business users, they gain a greater understanding of how their resource investment translates to actual outcomes in the business. This knowledge helps IT identify areas for improvement and build a roadmap that more closely aligns with business outcomes rather than technology-driven priorities.

✓ Improved employee satisfaction / (reduced frustration)

With a systematic collection of feedback and understanding of areas of frustration and happiness with hardware and applications, IT can proactively address these concerns. Employees will feel more heard and engaged with their IT.

✓ Trustworthy DEX score

DEX scoring that is based entirely on technology metrics risks missing the point. The program is vulnerable to someone saying, "right, it's a high score, but nobody's happy." Incorporating sentiment into the DEX score adds the qualitative backstop to prevent this. This is a vital first step if considering moving towards XLAs.

Optimize IT by better understanding end user needs and perceptions. 1E Employee Sentiment provides continuous end-user sentiment scoring, which helps IT understand how end users feel about their digital environments by systematically collecting and measuring end-user feedback. As a result, IT can make better end-user-centric decisions and expedite digital transformation.