



External Initiated Process
Vaughn Redman

0825747984

Vaughn@magnitude4u.com

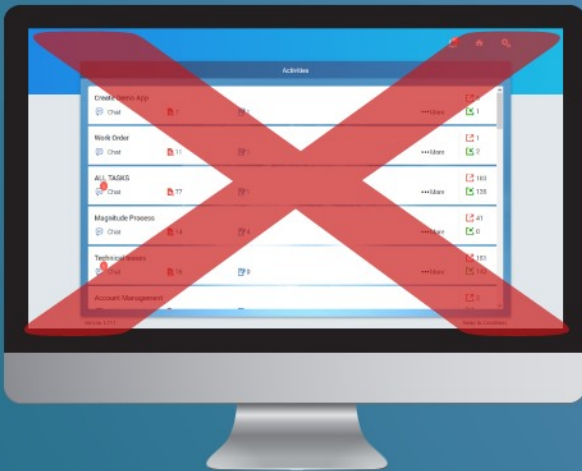
#86375



PI: N/A 06/Nov/2018 9:06 AM



APP NOT REQUIRED



FOR INITIATOR TO BEGIN THE PROCESS

Who is it for?

Company Website

Hulamin.co.za

This will be the account manager - The contact person that will receive all inbound forms

Skype Address

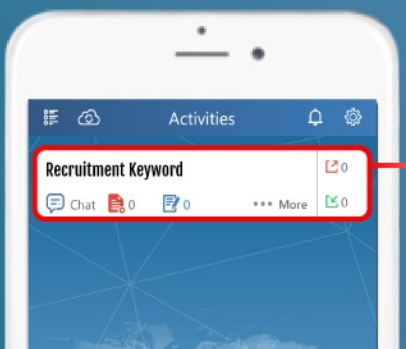
[Anness SINGH](#)

Deadline

[06/Nov/2018 9:30 AM](#)

Specifying the creation of a Magnitude Activity

Introduction:



This is a SINGULAR Magnitude Activity

The Chat Button – This allows you to start a chat with a specific user with regards to any form within an Activity

Specific user with regard to any form within an Activity

Captured forms that have not been resolved

The "More" button opens the Activity's main menu

- Objective - Get customer feedback
- Magnitude Activity - Customer Experience
- Objective - Report a fault with lazer cutter
- Magnitude Activity - Fault Report

<u>Objective</u>	<u>Activity</u>				
Make sure the trucks are safe to drive.	<table border="1"> <tr> <td>Vehicle Compliance</td> <td> 0</td> </tr> <tr> <td> Chat 0 0 ... More 0 </td> <td> 0</td> </tr> </table>	Vehicle Compliance	0	Chat 0 0 ... More 0	0
Vehicle Compliance	0				
Chat 0 0 ... More 0	0				
Ensure customers are happy.	<table border="1"> <tr> <td>Customer Satisfaction</td> <td> 0</td> </tr> <tr> <td> Chat 0 0 ... More 0 </td> <td> 0</td> </tr> </table>	Customer Satisfaction	0	Chat 0 0 ... More 0	0
Customer Satisfaction	0				
Chat 0 0 ... More 0	0				
Improve Health & Safety.	<table border="1"> <tr> <td>Near-Miss Reporting</td> <td> 0</td> </tr> <tr> <td> Chat 0 0 ... More 0 </td> <td> 0</td> </tr> </table>	Near-Miss Reporting	0	Chat 0 0 ... More 0	0
Near-Miss Reporting	0				
Chat 0 0 ... More 0	0				

SALES & MARKETING

GENERAL SERVICE



Within Magnitude

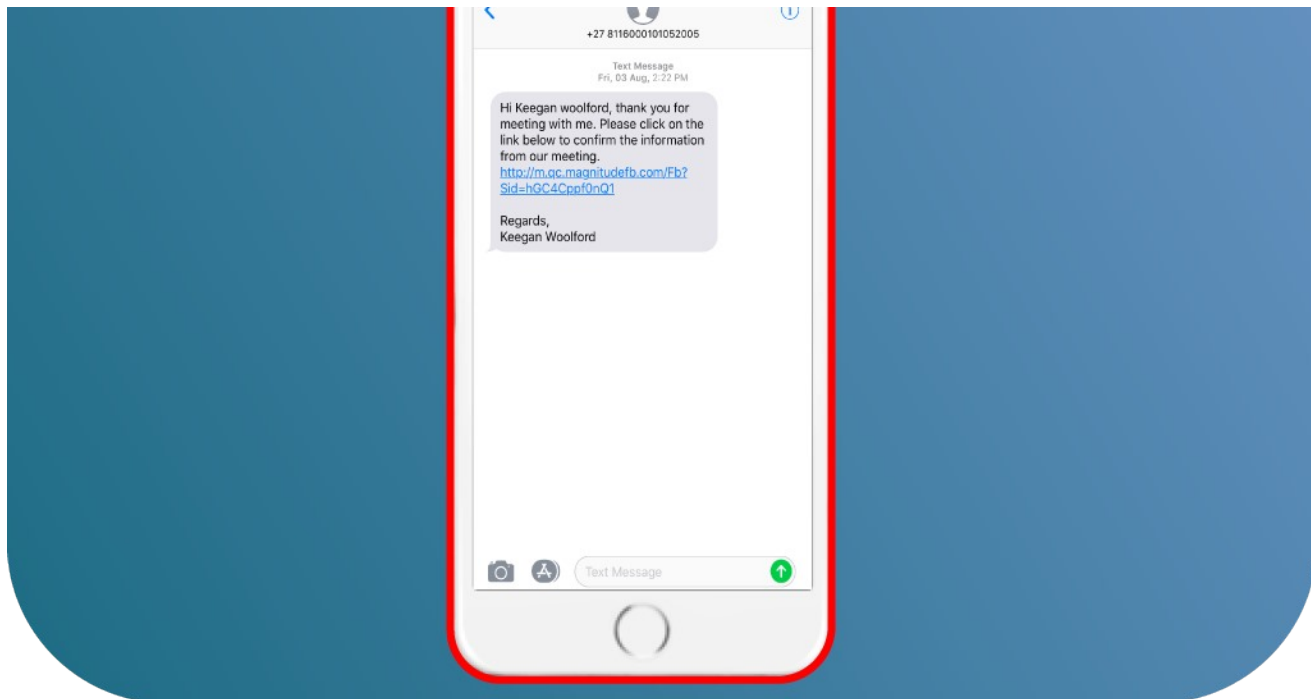
You can manage all disciplines
of your business

- ## Vendor compliance

SCANNING A QR CODE



SENDING AN SMS KEYWORD & FOLLOWING THE LINK



4. Who is the INITIATOR that starts this specific process?

Anyone that needs to be compliant

5. When would they start this process?

When they wish to commence work at Hulamin

6. Why would they start this process?

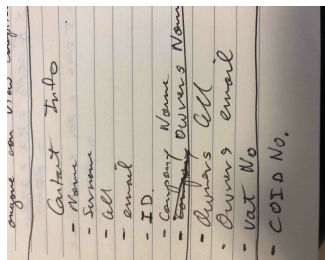
Scan the QR off the website, be sent the imbedded link

7. What key items need to be captured in order to MEASURE and MANAGE the objective?

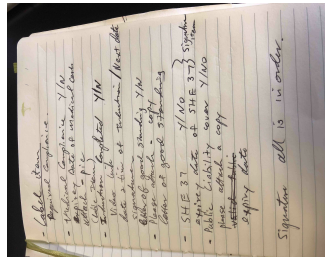
See. Below

Attach any pictures, documents, Excel Sheets or Other relevant information that could assist us to understand your requirements by clicking below.

Attach



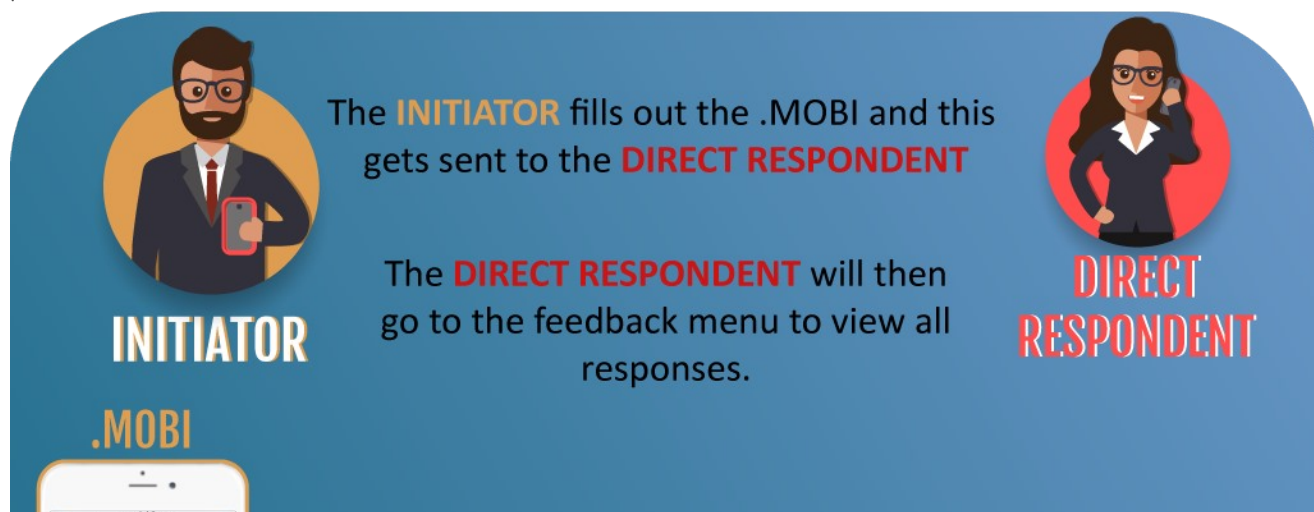
35267_1.png

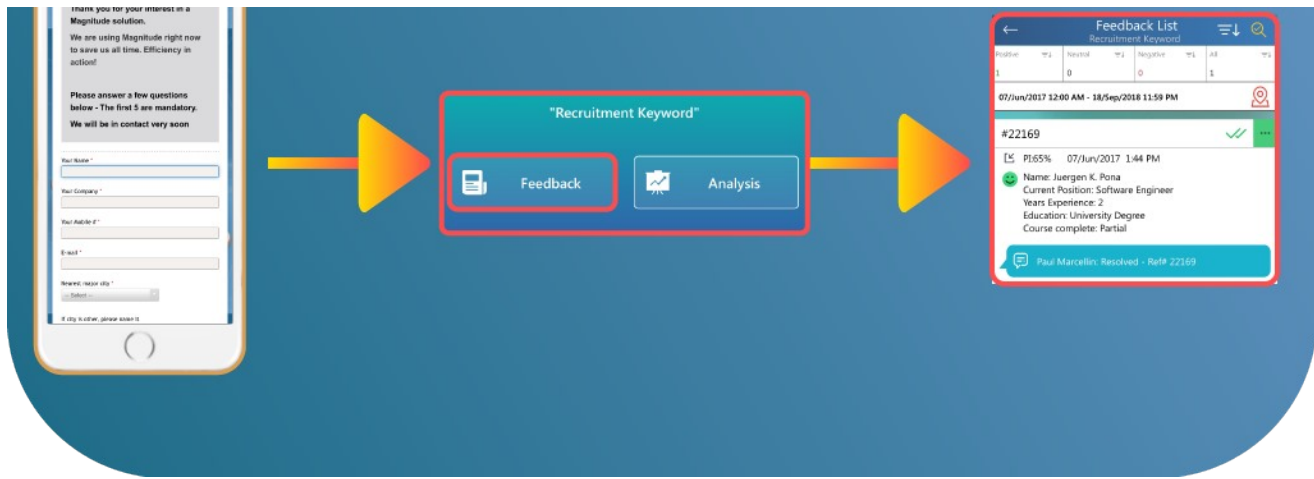


35267_1.png

8. When the response form is filled out what would determine a negative outcome whereby the form should be flagged, and/or other parties need to be alerted?

Yes and no for all criteria. With Authorised signature on behalf of the company





9. Who is the DIRECT RESPONDENT?

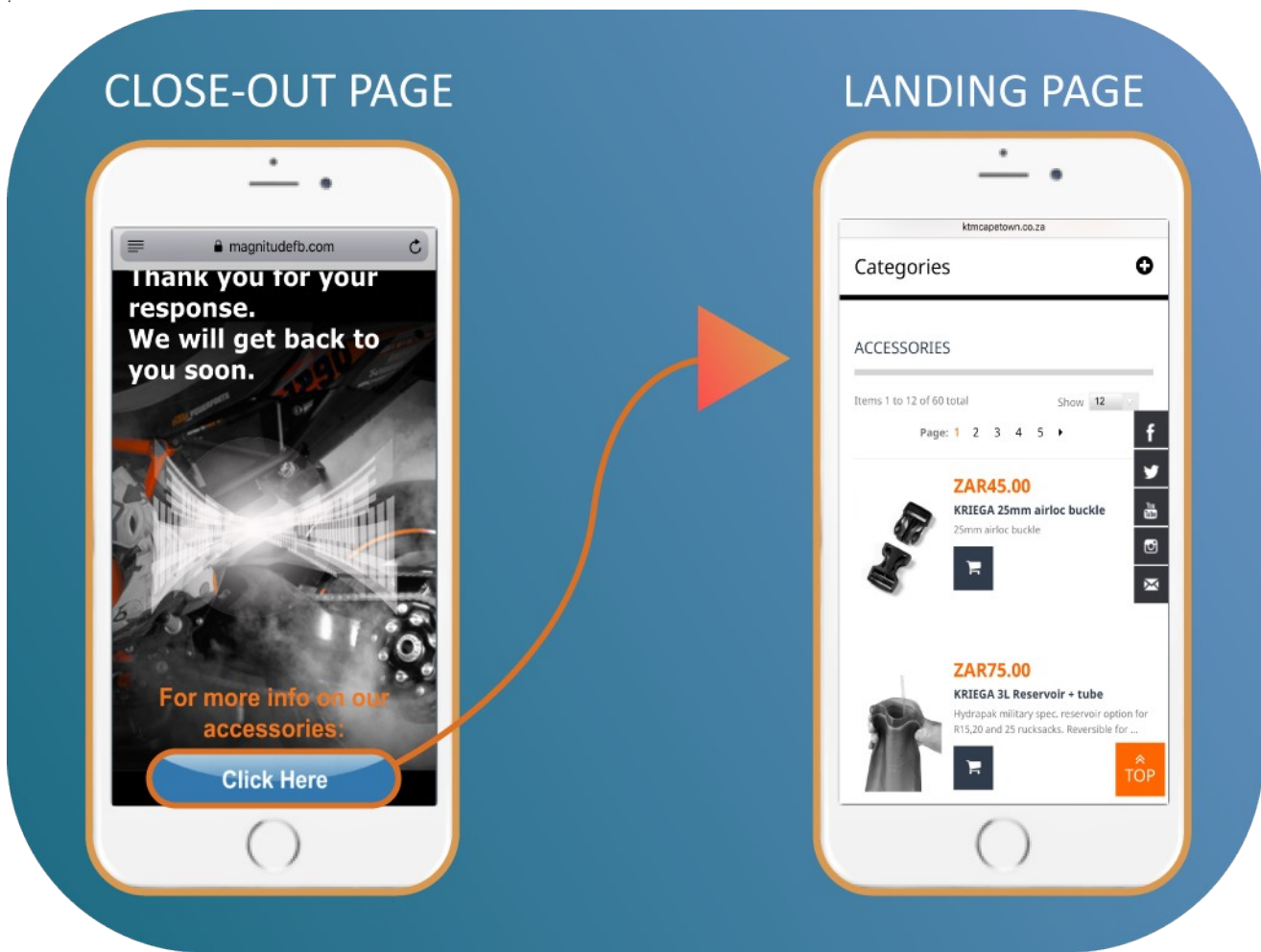
[Hulamin procurement](#)

10. When would the DIRECT RESPONDENT take action?

[Before the guy enters Hulamin He would ensure that all documents are in order and resolve the process](#)

Landing Page:

Note: After submitting the response form, the person will be directed to a close-out page that will offer the ability to view a predetermined website page (landing page).



Example: See how the above close - out form offers the button at the bottom with the caption "for more info on our accessories" is redirected to the specific page on the website when clicking on it.

11. What is the value of this specific landing page?

[The value of the landing page is to take him back to the website landing page with all terms and conditions.](#)

12. Paste the URL of the page you want to use as a direct landing page

[Hulamin compliance in the website](#)

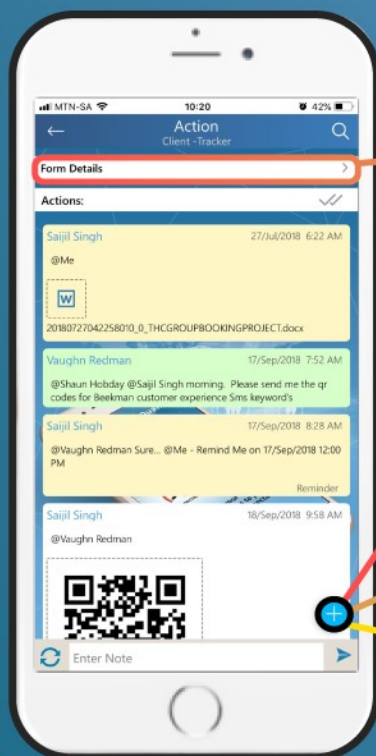
Example: the regional manager of a restaurant does not deal with day to day running's of said restaurant but has access to view all customer feedback and interact with the DIRECT RESPONDENT through the in-app chat function.

The **3rd PARTY** is privy to the information that has been captured by the **INITIATOR** and sent to the **DIRECT RESPONDENT**



13. Which 3RD PARTIES would want to view and potentially collaborate via Magnitude chat regarding the INITIATORS response form
 All managers at Hulamin to search for a vendor/contractor or staff member (using ID) doing work at Hulamin to ensure that the staff member and vendor are compliant, on mobile And if not to ensure the vendor scans qr afresh or is sent the link to comply

In-App Chat Features



Form Details

Chat communication is compartmentalized



Attachment



A custom Template message that can be used to reply faster and pull analytics.



Set A Reminder

14. What chat templates should be created to provide shortcuts and status updates?

This person is not compliant please resend link This person is compliant. Please send access code



15. What constitutes a resolved process?

The info is correct and access is granted

16. Who has the authority to resolve this process?

3rd Party

Additional Comments:

17. Does it make sense to AUTOMATICALLY resolve a form if it meets a specific criteria and consequently the PI Score is above a certain level?

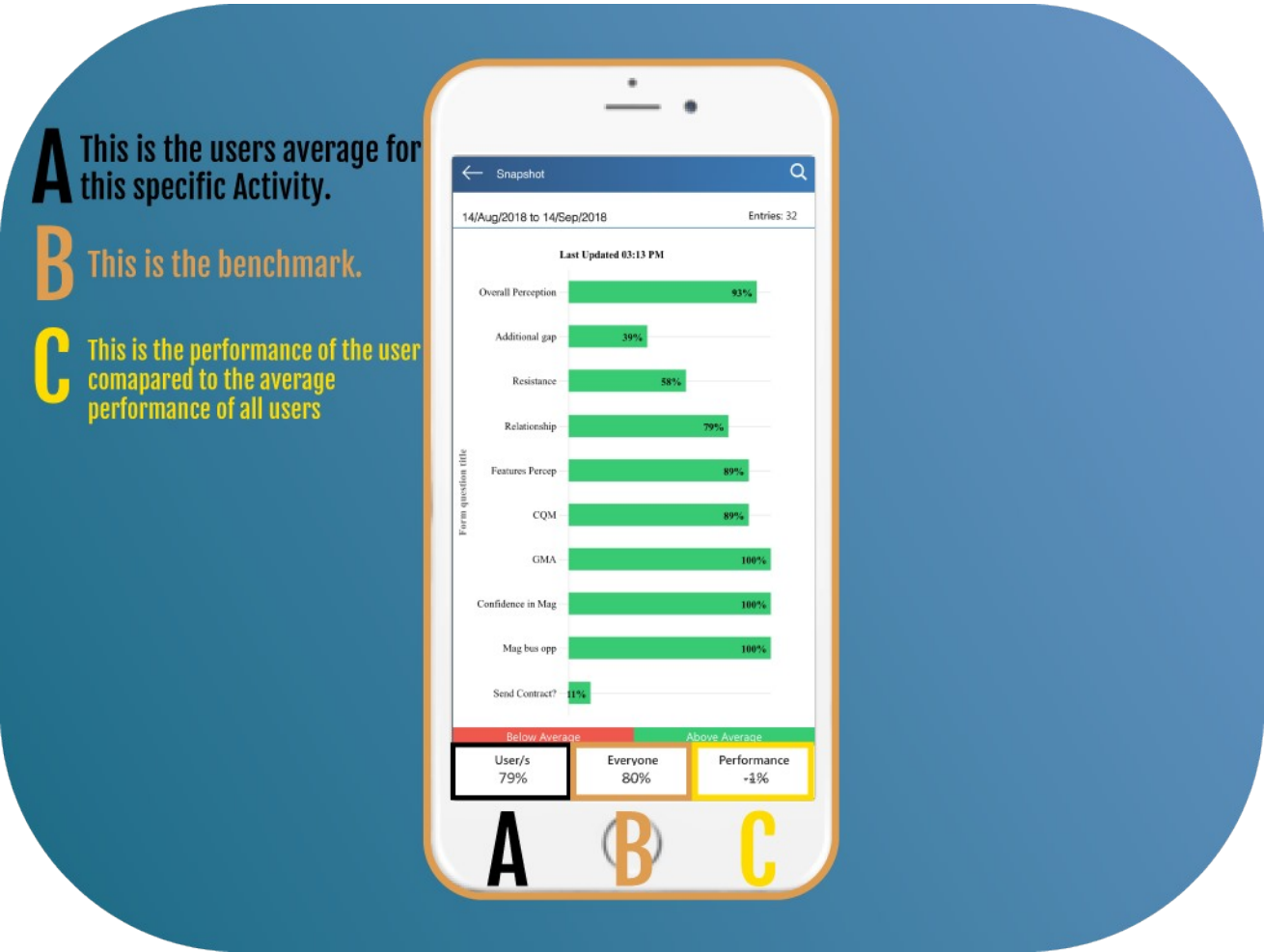
Yes

If Yes, what should the PI score be above or equal to?

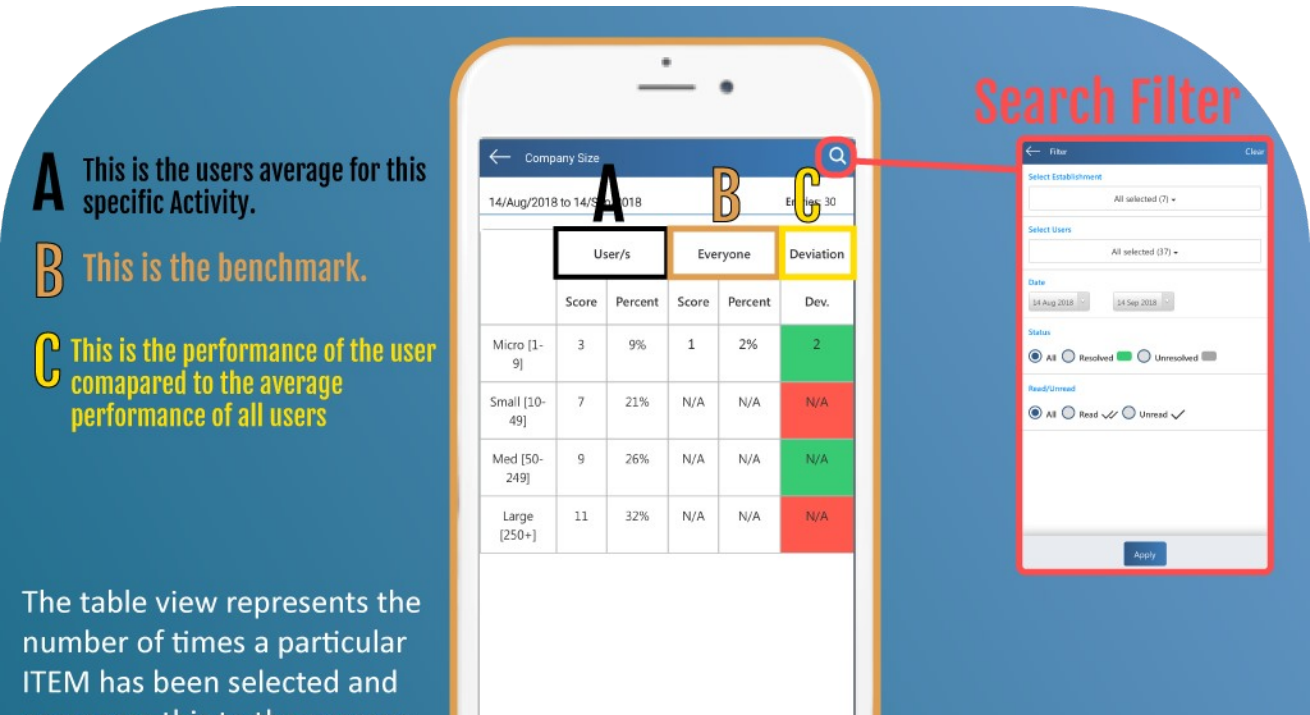
80



18. Based on the feedback form, what key summary items would you want to view in the SUMMARY FEEDBACK section of the app
[Details Company ID Compliant yes / no](#)
19. From the time the feedback form comes into the app from the INITIATOR. Should the form be resolved within a given time (hours)
[Yes](#)
If Yes, please specify a Time:
[2hrs](#)
20. If this time is exceeded who should be notified?
[Procurement Manager](#)



21. What key items would you like to view in the snapshot
[Snapshot on compliance She 37 Please include all y/n items](#)
- Attach any pictures, documents, Excel Sheets or Other relevant information that could assist us to understand your requirements by clicking below.
- Attach



compares this to the average selections.



22. What key items would you like to view in the table view?

[Medical compliance](#) [Induction Letters](#) of good standing [SHE 37](#) [Public Liability](#)

Attach

General:

23. How well do you understand the different aspects of the process?

[Well](#)

24. How closely will it fit the business requirement?

[A lot](#)

25. Ability to get adoption of the app within the company?

[Need's Training](#)

26. Training Level Required? (1-Low / 5-High)

[3](#)

27. How would you classify the users ability with regards to current use of mobile phone)

[High Level Integrated Mobile Applications](#)

28. Did you create an exact copy of a paper base form, or have you moulded it to suit mobile digitisation?

[Yes](#)

General Comments / Suggestions:

#35350



PI 123: 88.89% 06/Nov/2018 9:52 AM



Shaun



Company

[Hulamin](#)

Did you understand what was required of you?

[Yes](#)

Who worked on this?

[Keegan](#)

Time Taken

45 Mins

Could this have been configured more effectively?

No

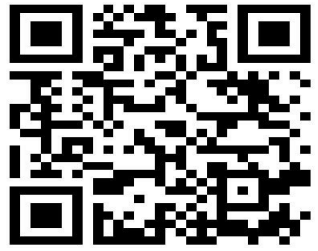
Does this activity make logical sense?

Yes

Additional Comments

Cannot log in due to active directory, so cannot clear the Tell Us. Have added the activity to a Simon and Vaughn user but cannot obviously log in with them. So I have added the activity to the Anshesh user, let us know if there are any other users that need the activity.

Additional Attachments (QR Code)



0_HulaminVendorCompliance.jpeg

Basics

These are the most important items that need to be checked/revised upon the completion of any activity.

Is the theme uploaded & clear?

Uploaded & Clear

Spelling correct?

Yes

Grammar correct?

Yes

Are all questions equally spaced?

Yes

Images

Is the content in the images visible?

Yes

Is the text visible?

Yes

Are the contrasts clear?

Yes

Are the images appropriate?

Yes

Question Types

Do the questions flow?

Like Water

Notifications

It is important to ensure that the notification type you have configured is correct as the client may have certain needs.

Have you set notifications up?

Yes

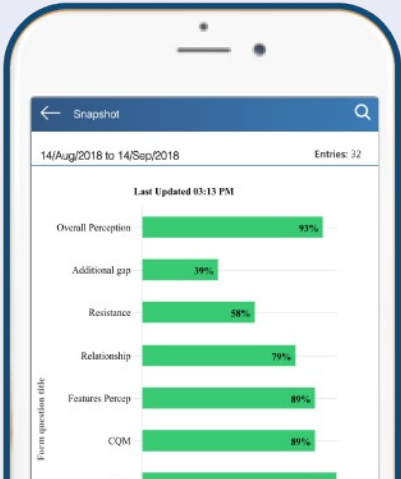
Please select the notifications that you have configured:

In-App

Analytics

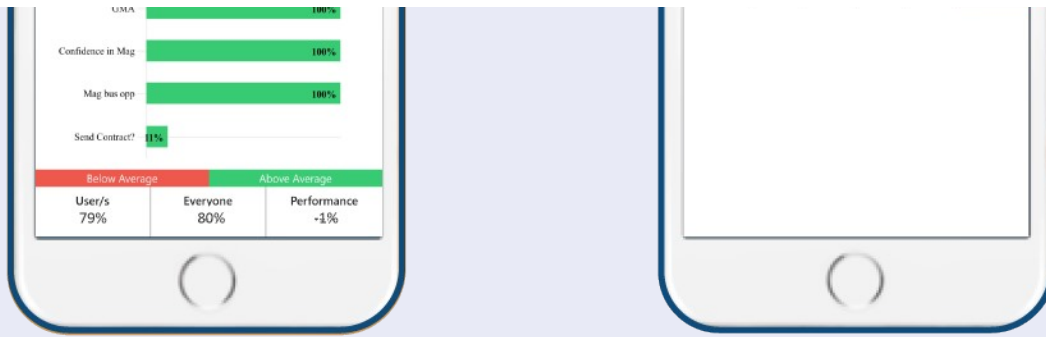
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SNAPSHOT



TABLE

Company Size					
14/Aug/2018 to 14/Sep/2018					
Entries: 30					
	User/s		Everyone		Deviation
	Score	Percent	Score	Percent	Dev.
Micro [1-9]	3	9%	1	2%	2
Small [10-49]	7	21%	N/A	N/A	N/A
Med [50-249]	9	26%	N/A	N/A	N/A
Large [250+]	11	32%	N/A	N/A	N/A



Analytics can be extremely important as they can be used to summarize all of the results from the completed activities
Have you selected questions for snapshot?

Yes

Have you selected questions for table view?

Yes

User Details

Name

Simon Bekker

Username

simon

Password

1234

Role

User Details

Name

Vaughn Redman

Username

Vaughn

Password

1234

Role

User Details

Name

Annesh

Username

AS6

Password

@nn35h

Role

Actions

- Vaughn Redman

@Shaun Hobday this is urgent. Please call to discuss if you need clarity

06/Nov/2018 9:07 AM
- Vaughn Redman

@Simon Bekker @Shaun Hobday meeting is at 10am

06/Nov/2018 9:07 AM
- Shaun Hobday

@Keegan Woolford Keegan your task

06/Nov/2018 9:10 AM
- Simon Bekker

@Keegan Woolford @Shaun Hobday we are meeting at Hulamin at 10:00 am. This needs to be done on the live Hulamin CMS. Please make it look good with images...have it ready 10:30 am...that's

more reasonable. Tks Guys...I know we are rushed.

06/Nov/2018 9:26 AM

Simon Bekker

@Keegan Woolford please acknowledge

06/Nov/2018 9:48 AM

Keegan Woolford

@Simon Bekker @Shaun Hobday were done, just giving rights

06/Nov/2018 9:51 AM