



eLustro 3.6 Release 2 Product Release Notes

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About these notes

The notes contained in this document cover important information about this product release, including new enhancements and details regarding known issues with this release.

Please read the entire document before installing eLustro™ 3.6 application. After installation if you receive any error or if you have any product related questions please use the support link available at:

<http://www.infostep.com/infostep/php/support.php4>

Overview

eLustro™ is a holistic suite of tools to manage customer and employee feedback throughout their lifecycle. It includes both operational and analytic tools for capture, analysis and integration.

eLustro can be used for a variety of feedback applications. Sample list of applications are given below:

- Customer satisfaction surveys
- Employee satisfaction surveys
- eLearning
- Concept testing
- Brand effectiveness
- Pricing effectiveness

For more detailed product information, refer to the product page on our website at:

http://www.infostep.com/infostep/php/products_feedback_mgmt.php4

System Requirements & Supported Components

Client:

Supported Browsers:

- Internet Explorer 6
- Internet Explorer 7
- Mozilla Firefox 2

Technology:

- Microsoft Office Excel 2003
- Microsoft Office Excel 2007 (export only)
- Acrobat Reader 5.0
- Acrobat Reader 7.0

Server:

The following requirements for server are minimum supported by the application. However based on user load the proper sizing must be done for optimum performance.

Minimum Hardware requirements:

- P3 700 Mhz
- 1GB RAM
- Minimum 1GB hard disk space

Application Servers:

- Apache Tomcat 4.1.2.9
- IPlanet 6
- IBM Websphere 5.x+

JDK:

- JDK 1.4.2_05+ (does not support JDK 1.5+)

eLustro System Database:

- Oracle 9.2
- Oracle 10g R1

LDAP Directory:

- Sun One System Directory Server 5.1+

What's New in eLustro 3.6?

1. LDAP Integration

This feature enables eLustro to authenticate users against Corporate LDAP Server for logging into the eLustro Suite; eLustro can be configured to four levels of authentication:

- LDAP First and then eLustro database
- eLustro Database only
- eLustro Database and then LDAP Server

2. Partial Save

A responder can save survey responses partially. In large Surveys the responder can answer a few questions and come back to the survey at a later stage so that they can resume from where responder stopped to complete the survey.

- a. Reminders would continue to be sent to responders who performed a partial save. In effect, the survey is not considered as complete.
- b. Analysis tab has a feature that allows the user to include or exclude partially saved responses during analysis and export.

3. Survey Migration

This feature enables eLustro users to move survey with/without responses from one source to another in different formats.

The following possible Survey Migration features are planned:

- Ability to export selected surveys with/without responses to an XML interface.
- Ability to export selected surveys with/without responses and import into a target database.
- Ability to import surveys from XML

Exporting of survey will also take into consideration the following attributes:

- Survey Users (Survey Owner)
- Survey Results
- Log File Generation reflecting Export Status

Importing of a survey will also take into consideration the following attributes:

- eLustro Version Compatibility
- Survey Results
- Log File Generation reflecting Import Status

4. Survey Archival

This feature enables eLustro Administrator to archive past surveys into an archival database or an xml file. This archived data can be requested by eLustro users for reporting.

The following possible Survey Archival features are planned:

- Ability for admin user to archive surveys with/without responses for selected filters to an xml interface or a target archival database
- Ability to store archival information in source database (Date, survey, type of survey, owner and others)
- Ability to generate reports on the archived data, extract surveys from archived data source (using Data Migration feature here)
- Ability to check version compatibility for deleted feature set or any changes to the feature set.

5. Pagination in import from library

Currently there is no pagination while trying to search for question/section in the import from library functionality. It shows all the results in the library on the screen thereby slowing the screen performance. The enhancement provides search and pagination functionality to the import of question/section from library. And on successfully importing a question will display a success message.

6. Polls/ Quiz Web Services with AJAX

- a. A poll or quiz in eLustro terms could be defined as an "Anonymous – Don't track respondents" type of survey with only one question with either one free text input or a single choice or a multiple-choice.
- b. Provide a mechanism for an authenticated survey owner of eLustro to embed a poll or a quiz in their own intranet portal via a Web Service call.

7. Survey progress bar

Survey progress is now displayed on each page while the survey is being taken. The colour, placement of the progress bar is configurable through 'Customize' tab.

8. Show survey response information to users after submission

After successful submission of survey, links or the complete report for the following things are provided:

- Responses by the specific responder
- Overall summary of all responses for that survey

The availability of the above can be configured for a survey using the 'Customize' tab.

9. Alternate row colors

Questions can now be shown in alternate colors. The above can be configured through customize → Font & Colour Options. Selecting enable checkbox enables this feature.

10. Welcome page

A welcome page for a survey can be provided by selecting the HTML file under 'Customize' for that survey. Welcome page can contain any text addressed for the recipients of the survey. Useful for showing survey related instructions prior to taking the survey.

11. Thank You page

The 'Thank you' page that gets displayed after the successful submission of a survey can now be configured by using header, footer and body HTML pages in the customize section.

12. E-mail scanner

When the respondents are selected from a Master List while broadcasting a survey, and if the delivery of the mail is failed, a provision is given to make these respondents as "Opt-Out". Then the survey owner may be able to select the respondents from the master list based on the "Opt-Out" or the Mail Delivery Status failed attribute value for these respondents.

13. Send survey link to executives

Now Survey status information like, broadcast information, responded information, survey active period and regular survey summary report can be sent to the survey owner using the analyze → schedule tab.

14. Slider for rating question

While creating a rating question user can select a slider, it consists of a scale with several units each of which represents a particular rating label.

15. Rich input elements

User is given the option to select from a library of images to display in place of the standard HTML version of input elements for radio buttons and check boxes.

16. Create a "Rich Text" question

User has the ability to type question text and then format it for Look and Feel using point, highlight and click features.

17. Create a "Rich Text" Broadcast template

User has the option to create or modify a broadcast message and format it for Look and Feel using point, highlight and click features.

18. Embed a "HTML" message during message

HTML files can be embedded in the broadcast message with rich content consisting of hypertext, images and animation.

19. Comments and Alternate Responses mandatory

- a. "Comments" can be made mandatory for certain questions based on selection of certain responses.
- b. "Alternate response" (the radio or check box with the text field) becomes mandatory if no response is selected in case of a mandatory question.

20. Calendar for text question with Date type response

On the question of type "One-line Text" with "Date" type selected, the respondent will be displayed with a calendar next to the Date field while rendering the survey.

21. Streamline Broadcast audience source selection

The Broadcast audience source selection is a drop-down list containing the following sources. (Text File, LDAP, Custom database). User has the option of selecting any one of them as a source for e-mail ids.

22. Preview survey exactly how it appears

During Preview the pages should be rendered identically to take the survey, except that the responses will not be updated in the database. The responses submitted during "Preview" will not be taken into account. In short, "Preview" is just a design activity not a "Test" activity.

23. Reminder configuration

Broadcasting reminders for a survey is now configurable. Reminders can now be sent based on rules. The following rules can be applied:

- a. Send reminders only if the survey response count is less than a specified number
- b. Exclude those recipients who received the survey before a set number of days
- c. Always include / exclude selected recipients
- d. Send reminders at a set number of days before the closure of survey

24. Email Templates for reminders

The email content for reminders can be configured using email templates. Email templates can be created, edited and deleted by users. Email templates can also contain the parameters such as %firstname% which are dynamically substituted with the appropriate value while the reminders are being broadcasted.

25. JavaScript Library

eLustro now comes pre-loaded with few commonly used JavaScript methods. Users can choose to add these JavaScript library methods to questions while building a survey. Users can even write their own custom methods and contribute them to the library.

26. Delete templates

Admin users are given a provision to delete the templates. Under 'admin' tab, a new link 'Survey Template Administration' is provided for this purpose. If the template is already assigned to any survey and the admin user deletes the template then default template is assigned to the surveys with the deleted template.

27. Model templates

Domain specific surveys like CSAT, Skills Assessment, Job Satisfaction, 360 degrees etc. are provided as 'Template Surveys'. Users can create new surveys using these templates by using the 'Template Surveys' button provided on 'Model Builder' page. Surveys can be imported with a new survey name using the text area provided. Surveys can be imported just as another copy or can be tagged for reference in future.

Surveys imported from the library are tagged to the templates for further domain specific analysis. Users cannot delete templates which are already being used.

28. Change survey ownership

Super User can change the ownership of the surveys using the 'Change Survey Ownership' link provided under the 'admin' tab.

- a. Can replace the owner completely for all surveys
- b. Can replace the owner for only selected surveys

29. Group administration

Users can share their surveys within a group of users using the 'Survey Group Administration'. Surveys shared with a group will be available to all the members of the group.

30. Constant Value question

In Constant value question, when a survey owner selects a question of this type the user can select one or more text fields as choices and can define a constant value which represents the sum of all the choices entered. When the user responds to the question, ensure that sum of all the choices entered by the respondent should be equal to the sum specified by the survey owner during question definition.

31. Improved Dynamic Branching

Branching can now be configured using the multi-choice and matrix type of questions. A branch can now be configured to depend on responses of multiple questions (more than one question), responses of multi-choice and matrix type of questions.

32. Survey-level quota

Restrict the number of responses to a survey using the survey-level quota value. You can enable / disable and set a custom message to the respondents who don't fit in the quota limit. Available in the customize section.

Bug Fixes

1. Export a question and Section in survey takes time

The problem has been resolved. Exporting a question and section should result in substantial performance improvements. Note: only the export problem has been resolved.

2. Spreadsheet Report generation

The problem has been resolved. It no longer throws JVM error while exporting. A progress bar is added in export screen to show how much processing is done at server side.

3. Searching for a question in library is takes time

The problem has been resolved. Now the code is optimized to fix the problem.

4. Question format is incorrectly saved into the library

The problem has been resolved. Now the user is able to save question to the library with correct question format.

5. Clicking on context tab throws a blank page

This exception comes only when a question is exported to the library and immediately clicks on 'context' tab. The issue has been fixed.

6. Multiple records in survey response - Submit button

Multiple records get created if users click submit button in quick succession. In the new implementation the submit button will be disabled as soon as the user clicks on submit. Though this scenario is highly unlikely it has been taken care of.

7. Multiple records in survey response - back button

Multiple records get created if Users hit back button after submission of survey.

8. Multiple records in survey response - Passcode modification

Multiple records get created if passcode modification is done and "do not allow duplicate response" option is checked in the survey properties. Though this scenario is highly unlikely it has been taken care of.

9. Duplicate entries in survey parameter table

If the same responder tries to take the survey again, duplicate entries were added into the "survey parameter" table. This has been fixed.

10. Special Characters

New line characters are handled in the model builder

Known Issues

The following known issues are being worked by the product team and fixes would be rolled out in future releases.

1. While scheduling reports for weekly and monthly schedule is not working.
2. Survey's created with special characters e.g." (quotes), \ (slash) etc are not supported and may cause problems if used.
3. User deleted in LDAP server is not deleted in the application automatically but the status is inactive.
4. Search functionality in analyze does not show old survey after migration.
5. Page download time for surveys with large number of questions is high (with many users).