G12-ICT

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SYSTEM OVERVIEW

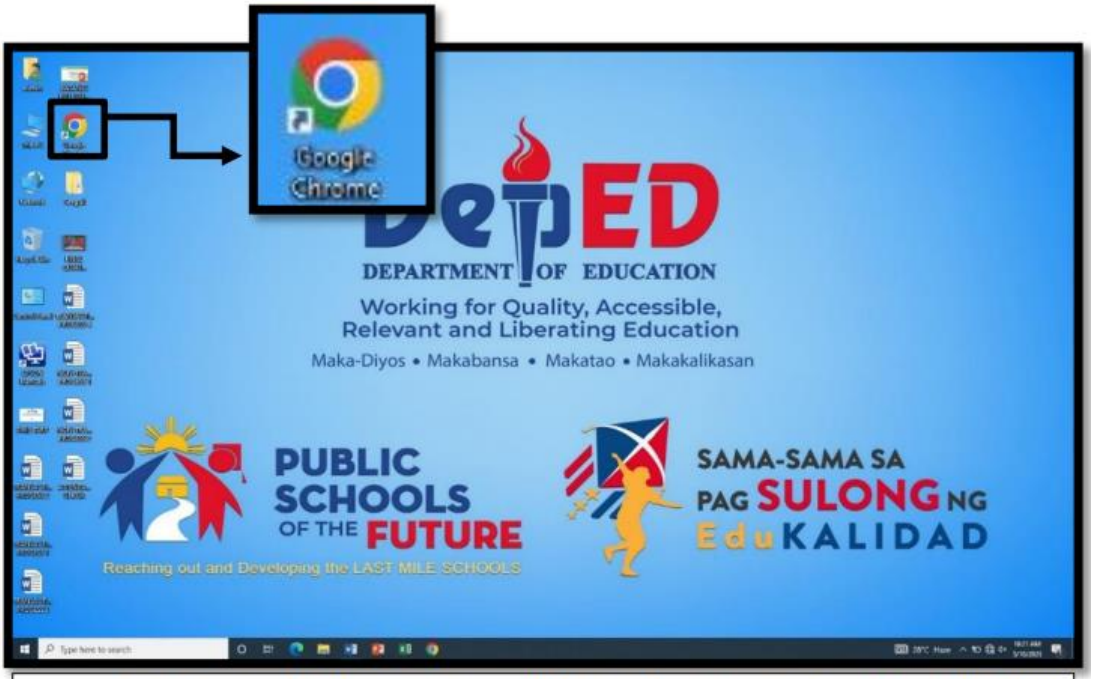
A customer satisfaction survey is a questionnaire designed to help headquarters understand what their clients/visitors think about their clients/visitors' support. It permits offices to improve their services strategically, optimize user experience, and deliver exactly what the client demands.

Date management platform is the foundational system for collecting and analyzing large volumes of data across an organization. Commercial data platforms typically include software tools for management, developed by the database vendor or by third-party vendors. These data management solutions help the SDO Batanes body in making changes in the database design, identifying, alerting, diagnosing, and resolving faults in the database system or underlying infrastructure, and optimizing responses to database queries for faster performance.

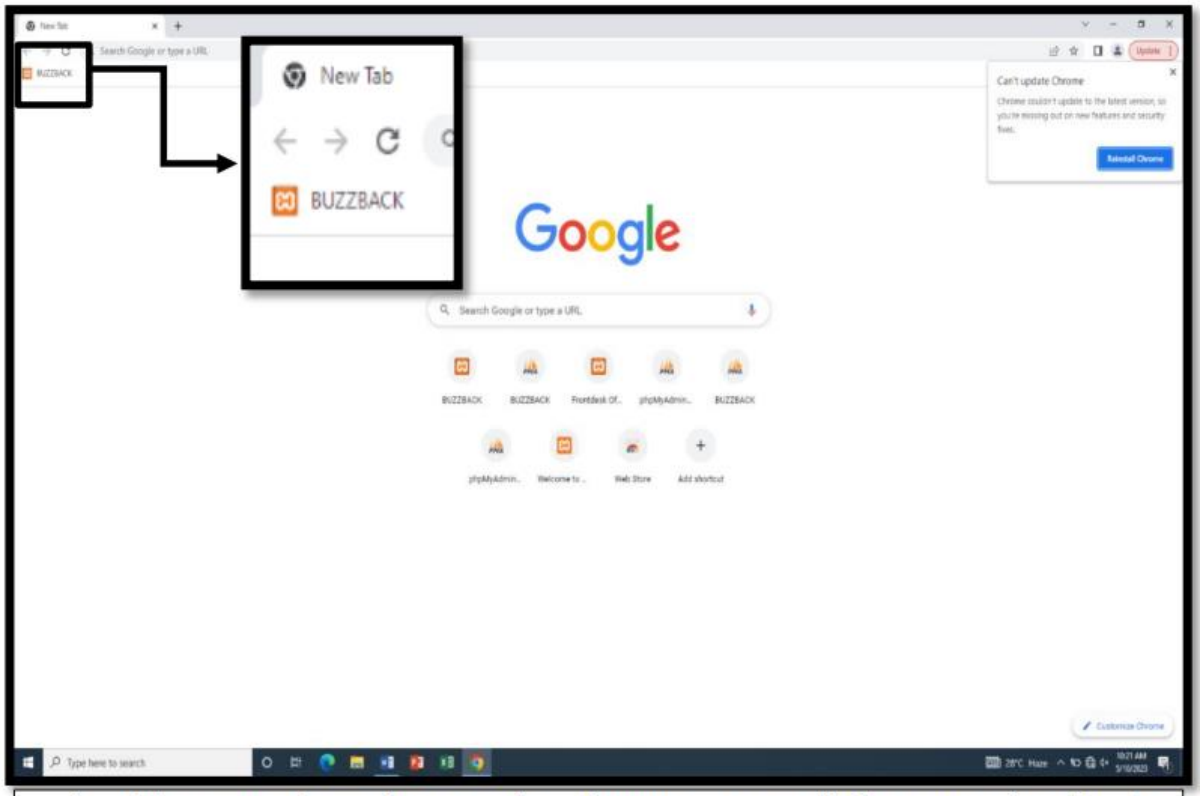
SDO Batanes has a built-in customer satisfaction survey system in place that assesses the degree of satisfaction of all visitor's/clients who come to their office. However, SDO personnel are unable to configure the application's system since they are not the creators of the system.

Given this situation, the proponents teamed up with the unit of SDO Batanes to create an Offline Customer Satisfaction Survey in lieu of the current system in use.

GETTING STARTED:
LAUNCHING THE SYSTEM



- Open google chrome installed in the computer. Double click the icon.



- After opening the google chrome app, click once the Project BUZZBACK bookmarked on the upper left corner of the app to launch the system.

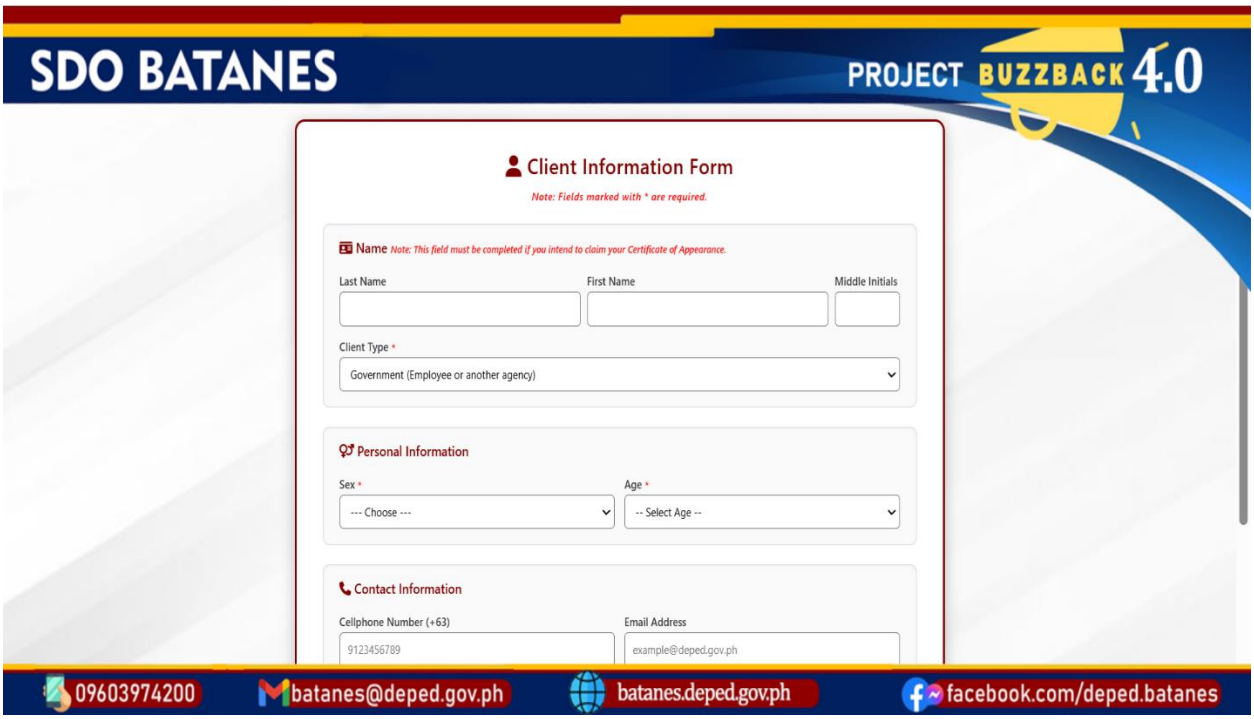
SYSTEM HOMEPAGE AND ITS PARTS:

This is the System Homepage. This will show after you successfully launch the system. Some of the parts/features are:

1. The "CLICK HERE" is the button to the next page of the website
2. CONTACT NUMBER – it is the Official contact number or emergency contact number of SDO Batanes
3. E-MAIL ADDRESS – it is the official e-mail add of SDO Batanes.
4. FACEBOOK.COM—is the official facebook page of DepEd Batanes
5. ATTENDANCE – this feature is only accessible by the users/agent. It is where the users punch their time log.
6. ABOUT – where you can see the brief description of the system
7. HELP – It is the manual of the system.
8. UPDATE –
9. SHUTDOWN-

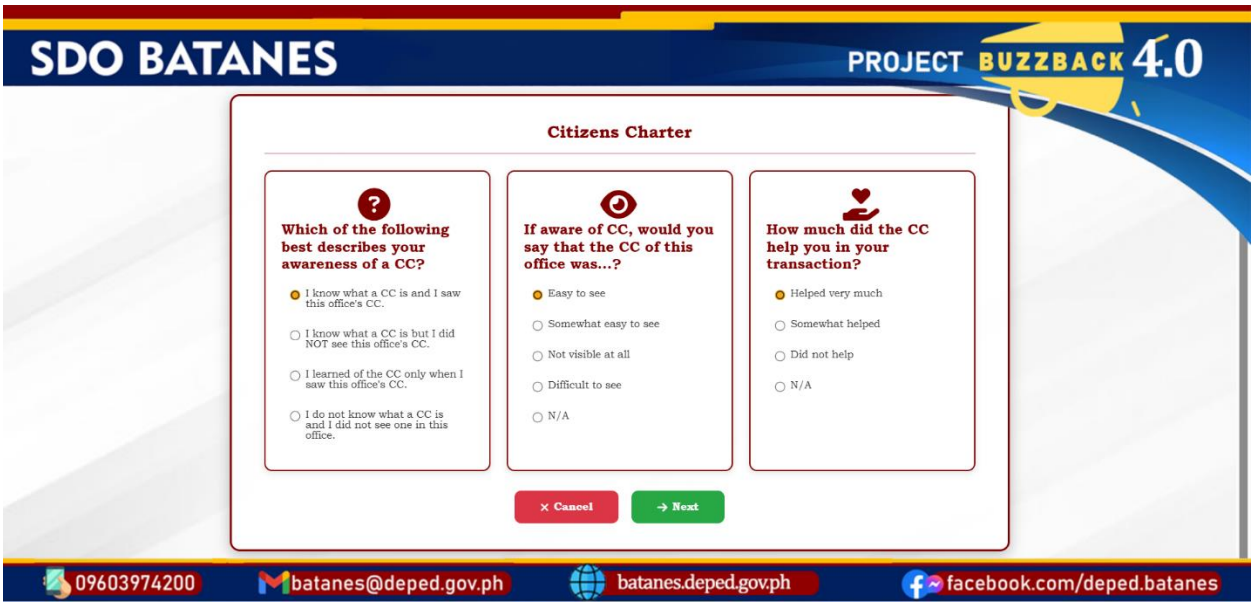
- click there to enter the next page

Then click “PROCEED”

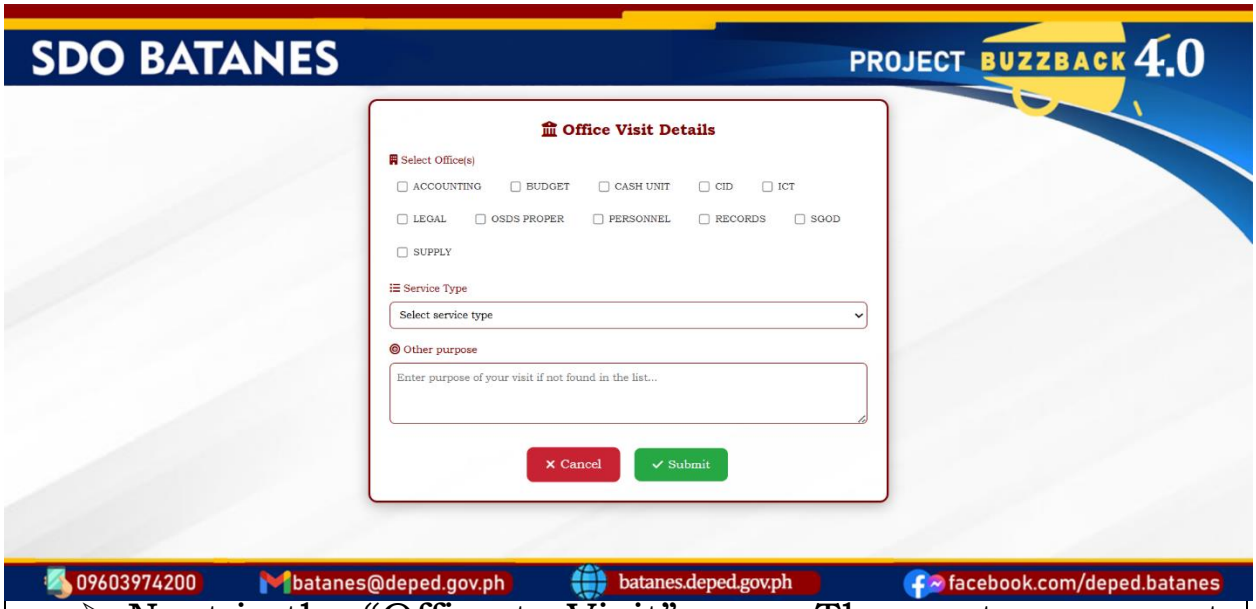


➢ This is the Client Information Page. All details should be filled out by the customer if necessary.

➢ Take note on the Highlighted Word “* is Required”. That means that all fields with the red asterisk (*) MUST be filled out. If you fail to fill it out, you won’t proceed to the next process. Click “NEXT” button.

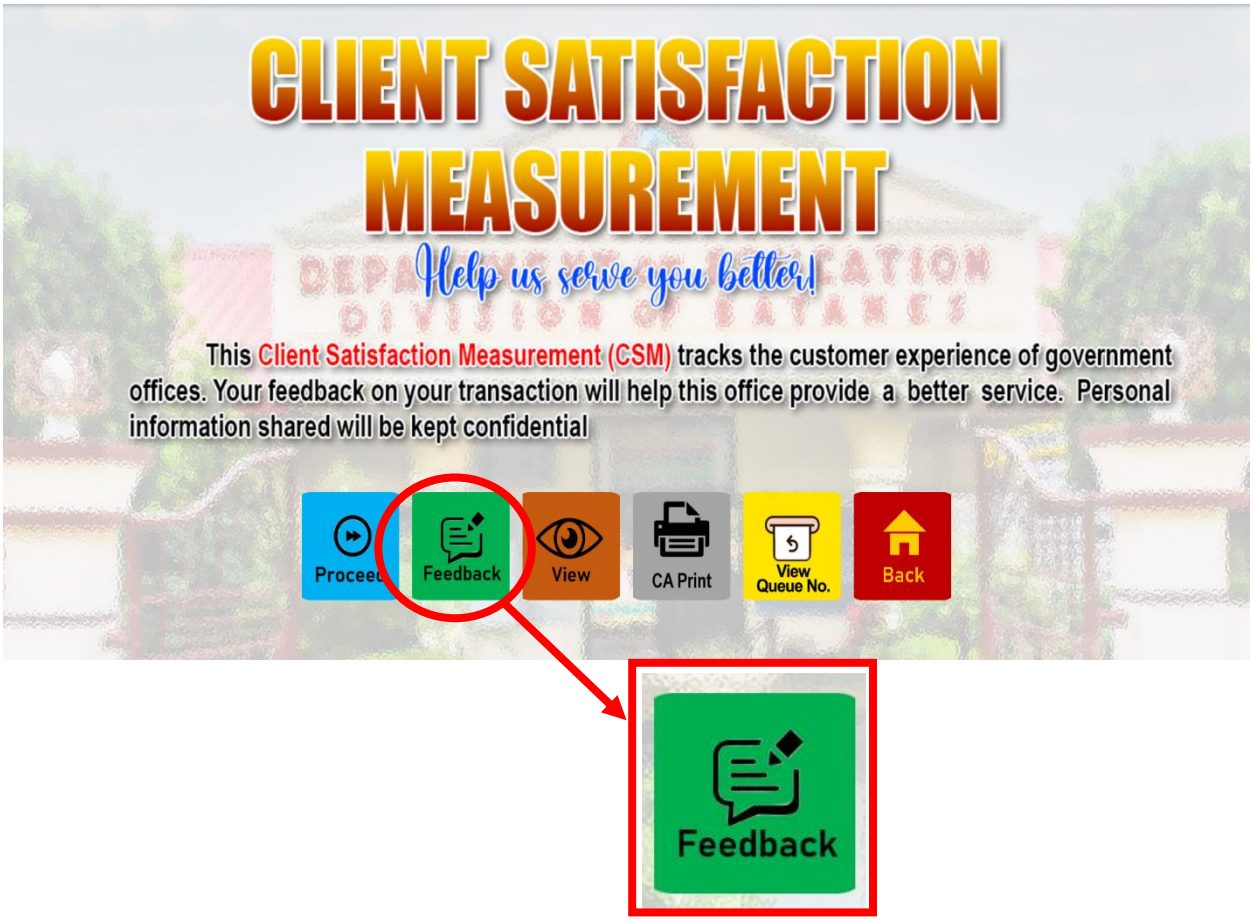


- Next is the "CITIZENS CHARTER" page. This section asks about your awareness and experience with the citizens Charter (CC).
- Choose one answer for each question that best reflects your experience. After answering all question, click Next to proceed or cancel to return to the home page.

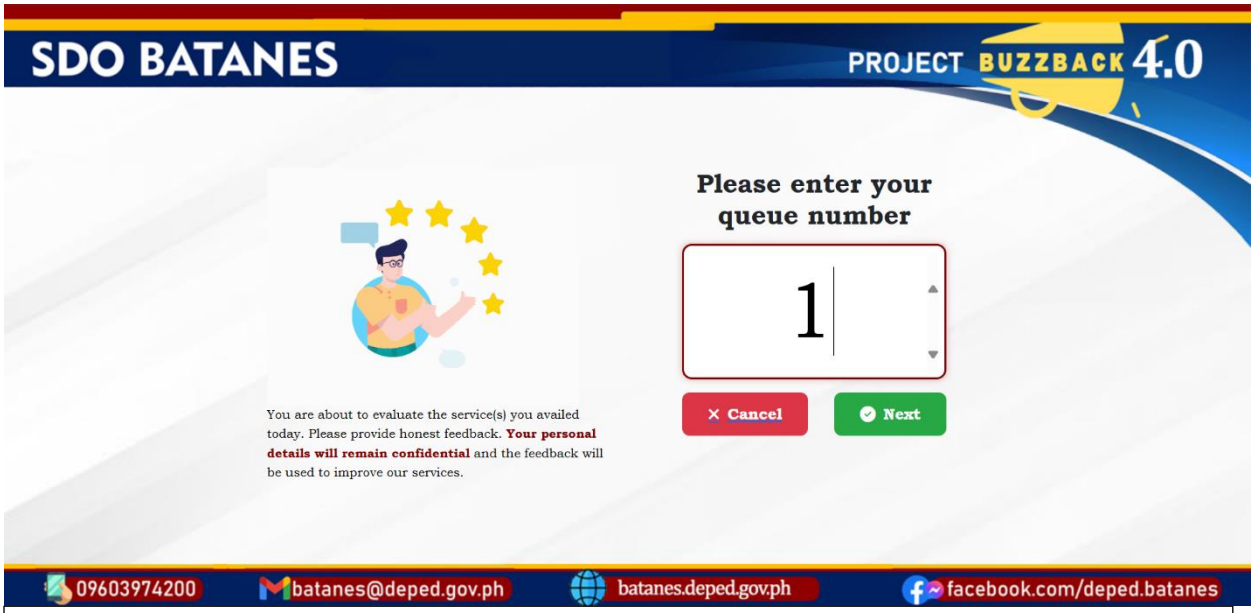


- Next is the "Office to Visit" page. The customer must click at least one Office where he/she has a transaction. In case the customer has another office to visit, he/she can add office to click.
- After choosing an office, the user must select a Service Type.
- After identifying your purpose please click submit.

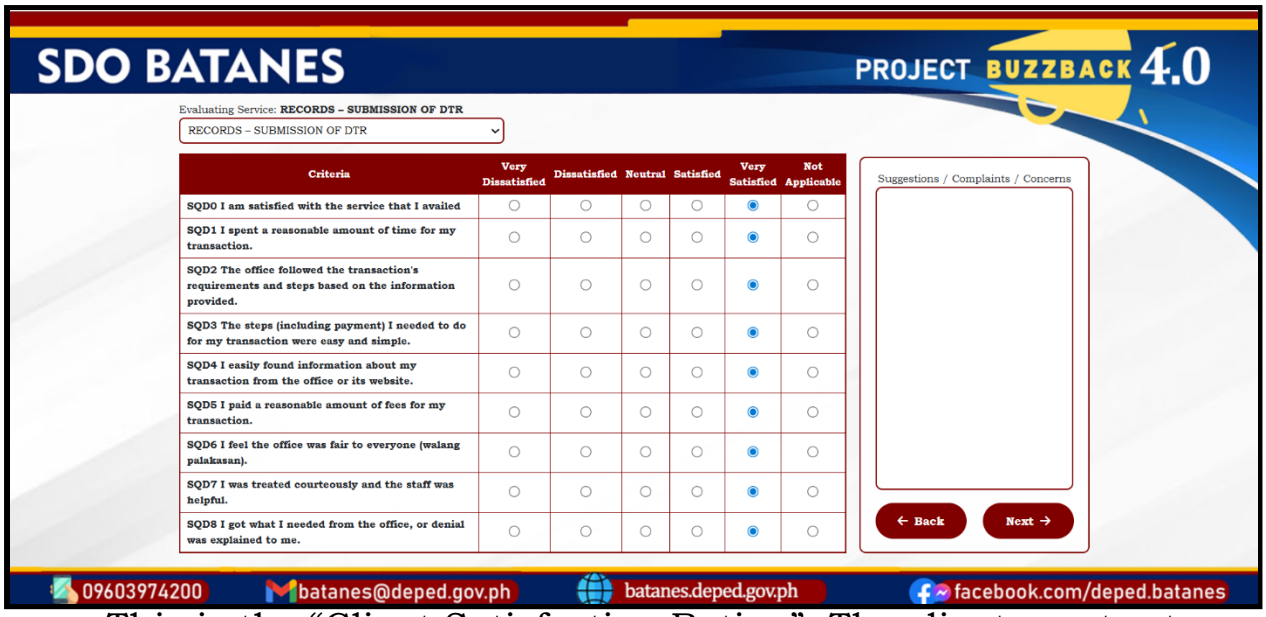
TRANSACTING CUSTOMER FEATURE: FEEDBACK



- Once the customer/client is done on his/her transaction, the Front desk officer must collect the client ID and the client must give his/her feedback to the staff that attended to his/her queries.
- To start, the agent or the client must click the "FEEDBACK" button.

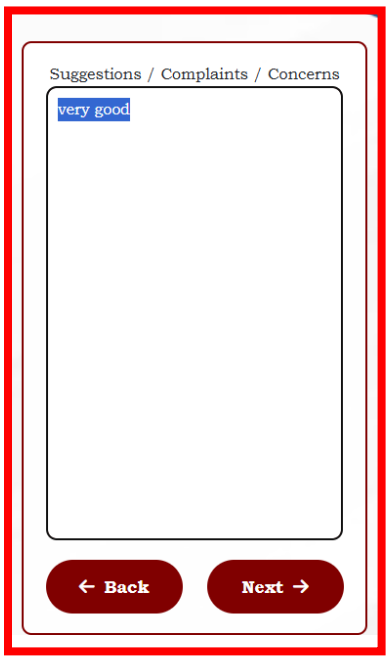


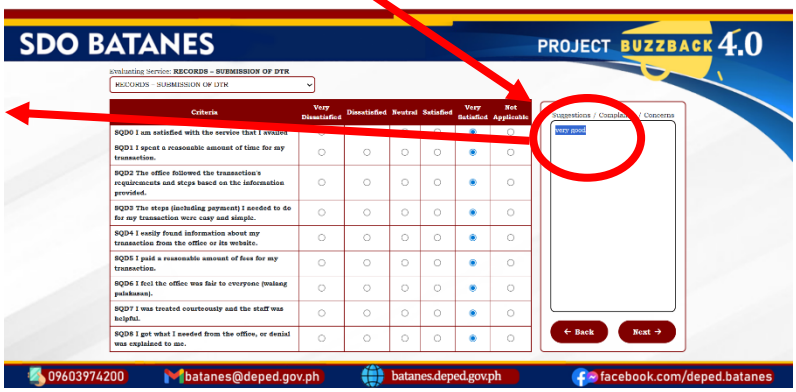
➢ Then enter the Queue number. Click “Next”.



This is the "Client Satisfaction Rating". The client must rate the quality of service provided by the agent who handled his/her transaction – (Very Satisfied, Satisfied, Neutral, Dissatisfied, or Very Dissatisfied). After which, the client should also comment down his/her suggestions, complaints, or concerns during the transaction.

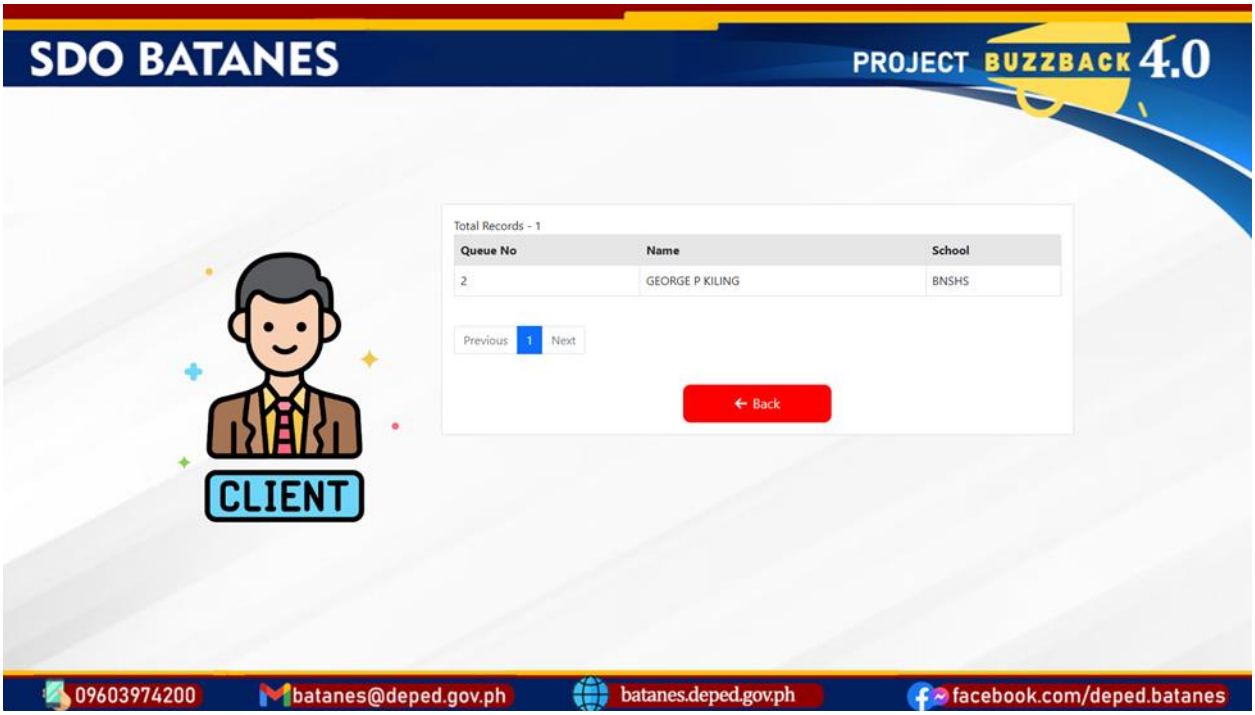
- If the customer wish to read what he/she encoded on the comment box, you can **highlight** it to show.





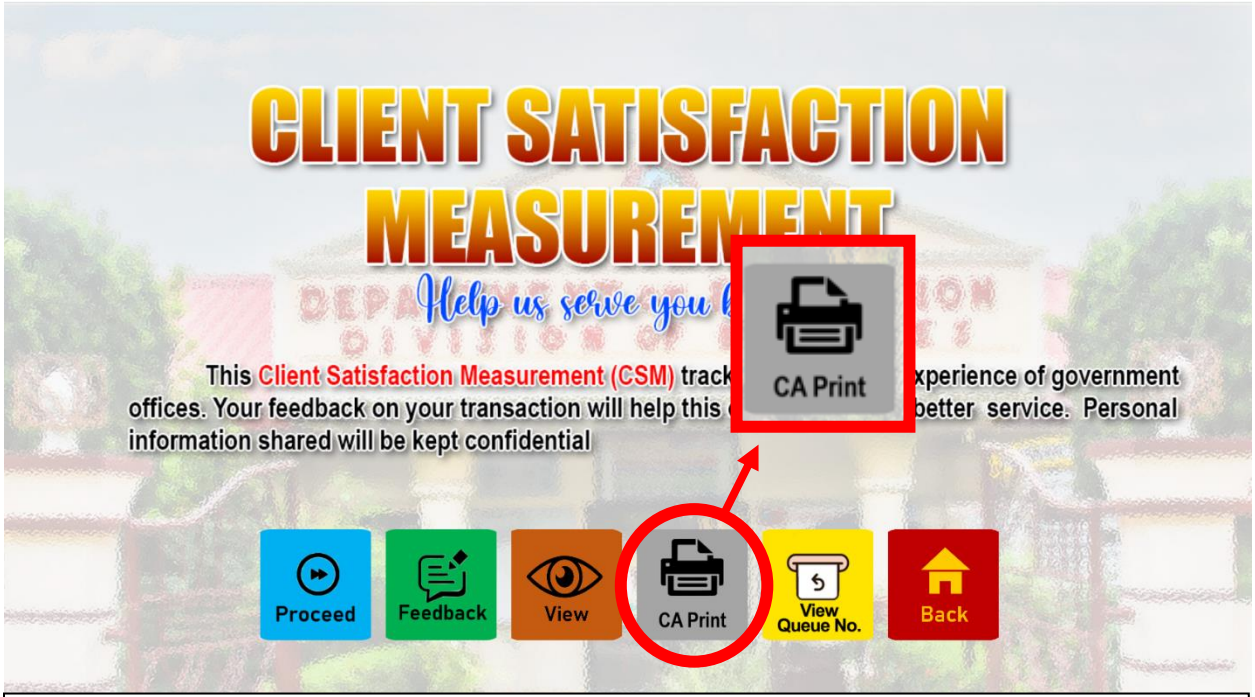
TRANSACTING CUSTOMER FEATURE: VIEW

➢ If the FDO wants to see the list of transacting customers who are still on a transaction, click the "VIEW" button.

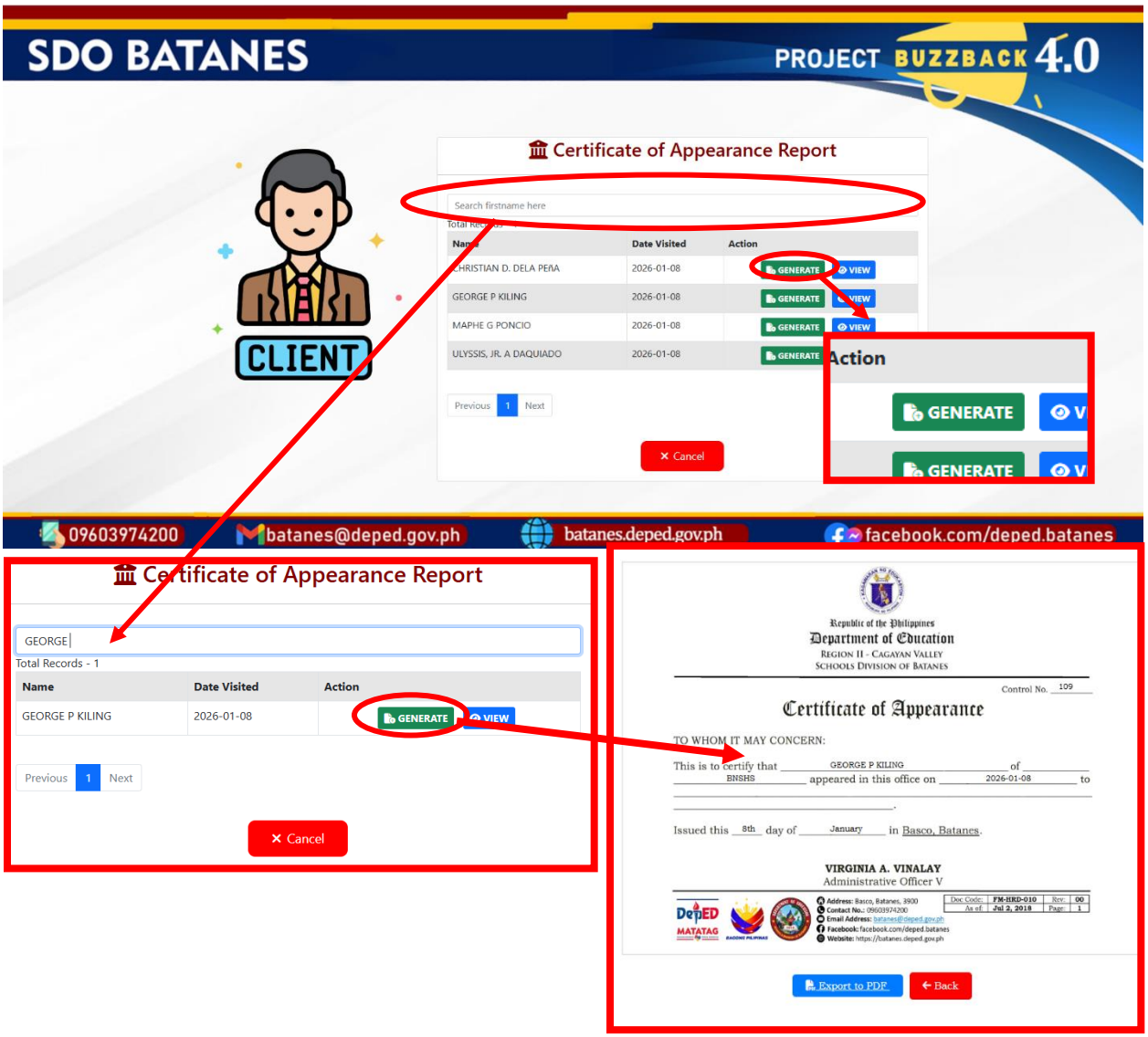


- After clicking the "View" button, this Guest Feedback list will appear in the screen. All listed names that will show on the screen are those clients who are not yet finished in their transaction. After they give their Customer's Feedback, their name on the Guest Feedback List will be automatically removed.
- Click "BACK" to return to the HOMEPAGE.

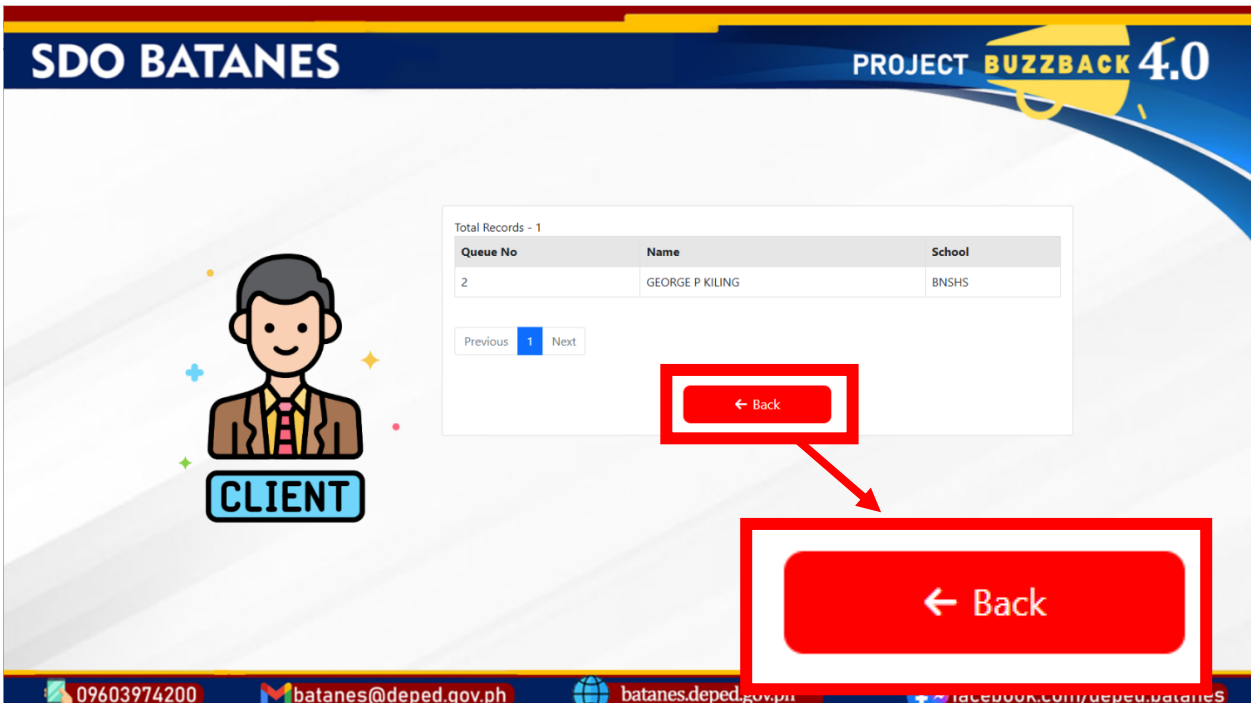
TRANSACTING CUSTOMER FEATURE:
CERTIFICATE OF APPEARANCE PRINT



- Another feature of the BUZZBACK Database system is the "CA Print". This feature can be accessible when a client requested his/her CA from his/her previous transaction. To start, click the"CA Print" button.



- After clicking the CA Print button, Certificate of Appearance Report will show on the screen. You will see all the lists of clients that has a record or previous transaction within the day.
- To start, type the first name on the text box that you wished to print CA. After searching the name, click generate and it will show the print preview of the CA then go with the same process of printing the CA.



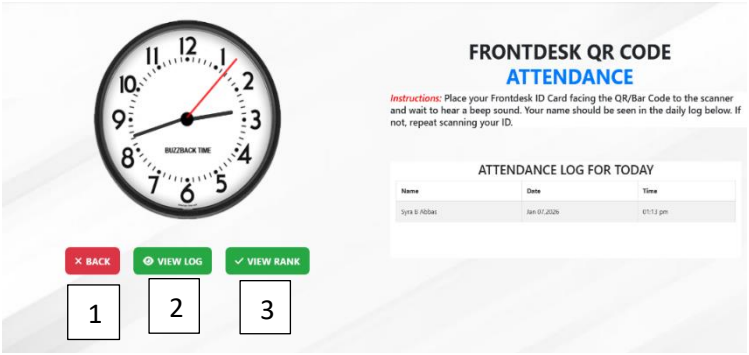
- Once your finished click “BACK” to return to the homepage

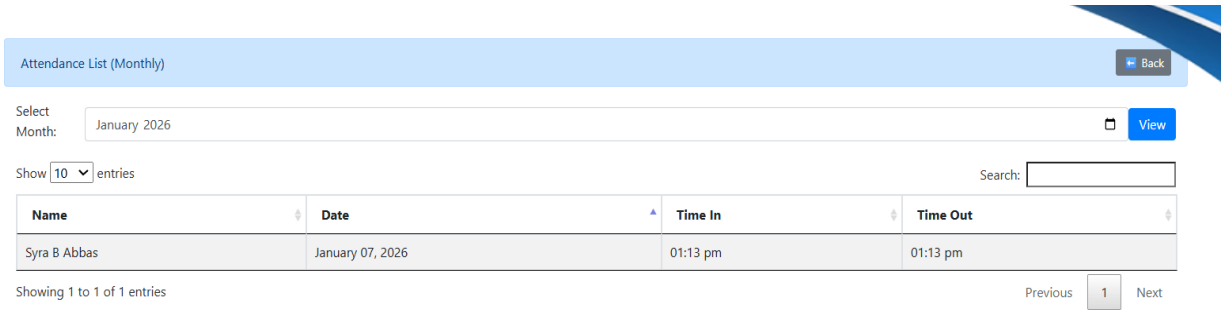
HOW TO USE ATTENDANCE FEATURE

➢ After launching the system, the Front desk officer must click the “Attendance” button on the middle right part of the Homepage.

Attendance page

1. The “BACK” button is the control that lets you go back to the previous page you were viewing
2. The VIEW LOG is where you can view the log records.
3. The VIEW RANK the monthly Attendance ranking.

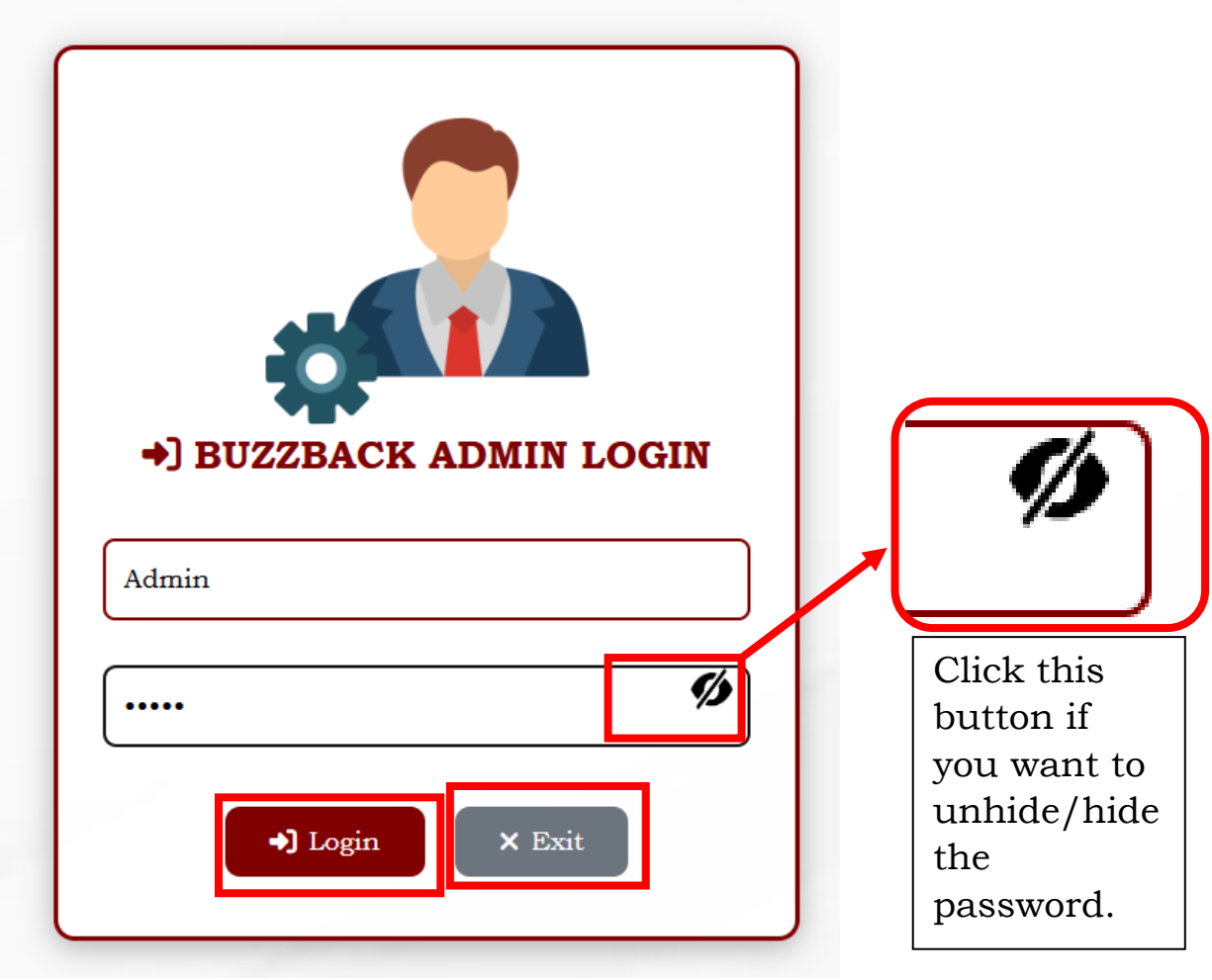




This is the sample view of the attendance log.

FOR ADMIN ONLY.

- Another feature of the BUZZBACK System, is the ADMIN page. This page can only be accessed by the Admin. To start, put the curser to any part of the word “BATANES”. You will notice that the curser will turn to a hand-like pointer. Click it once to proceed.

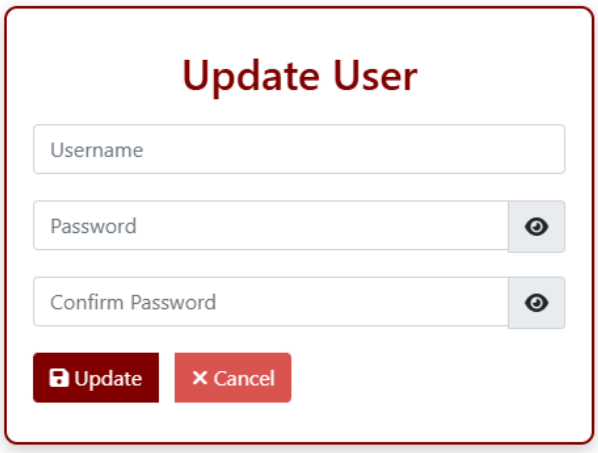


- This is the Administrator Login page. Enter your username in the username box and the password in the Password box. Click Login button to proceed. And "Exit" button if you want to go back in the homepage.

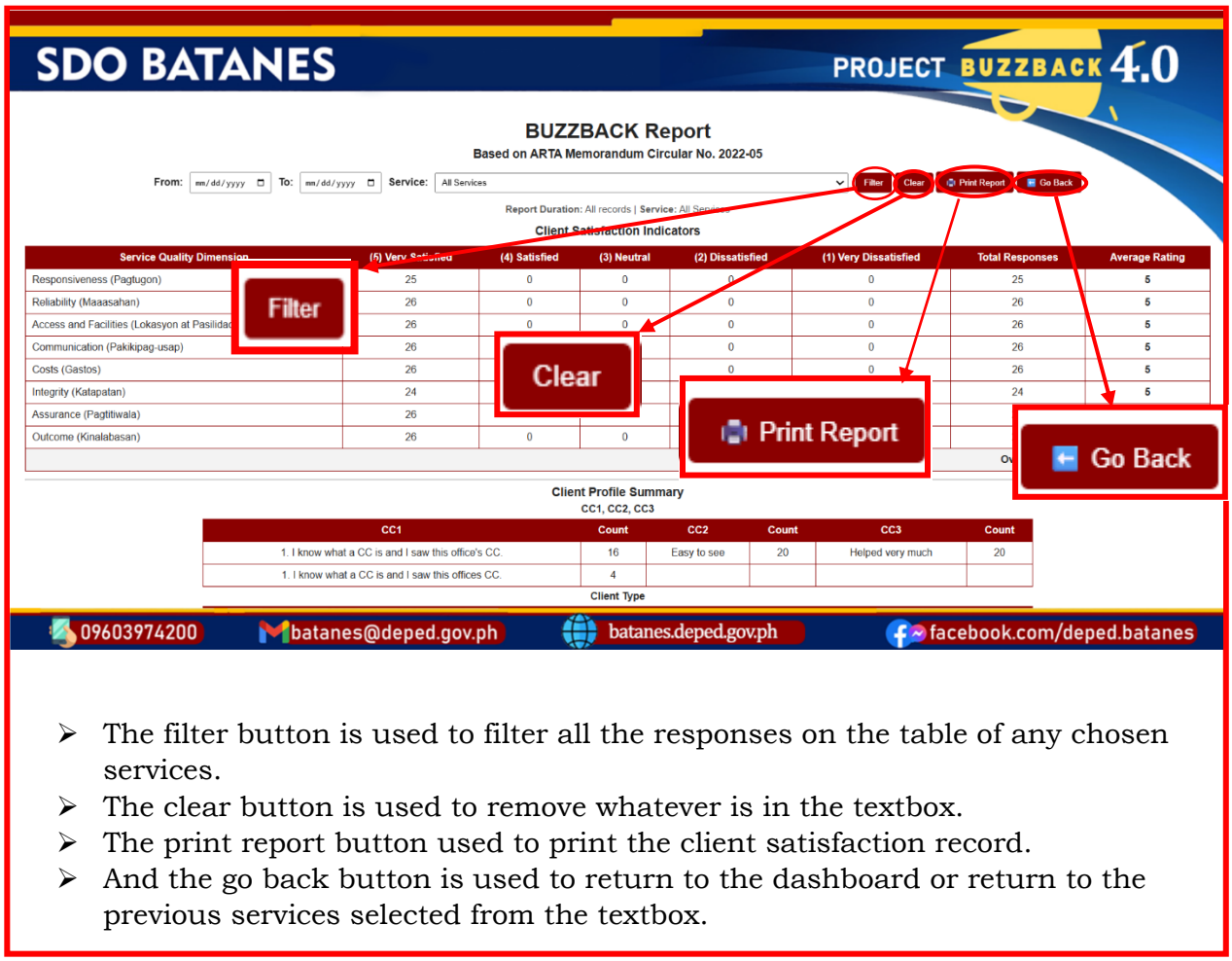
- After a successful login, you will proceed to DASHBOARD Page. This page has three (4) Features. (1) USER button (2) GENERATE REPORT button and (3) BACK UP button (4) CA Signing button.

1. **USER** – this button is where you can see the list of those who has an access on the Administration page. To start, click the “USER” button.

- This is the USER page. You will see all the listed admin users in this page. If you wish to add another user, click the “Add” button beside the list, click edit button if you want to change the user details that is already on the list, set its username and password then click update. (the image below)

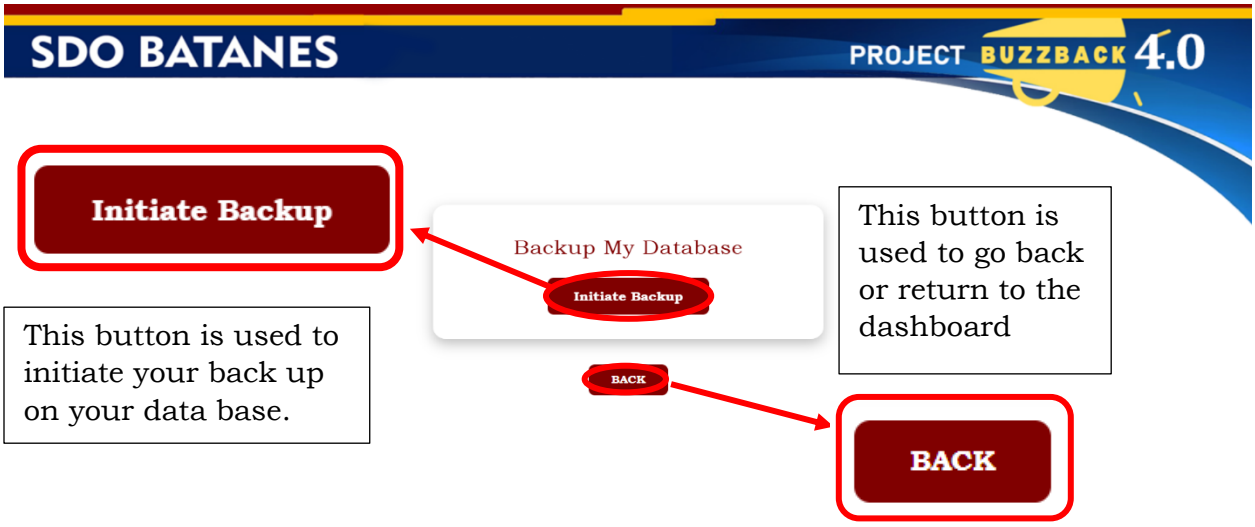


2. GENERATE REPORT – this page is where you can see all the generated reports of service quality ratings and client profile summary.

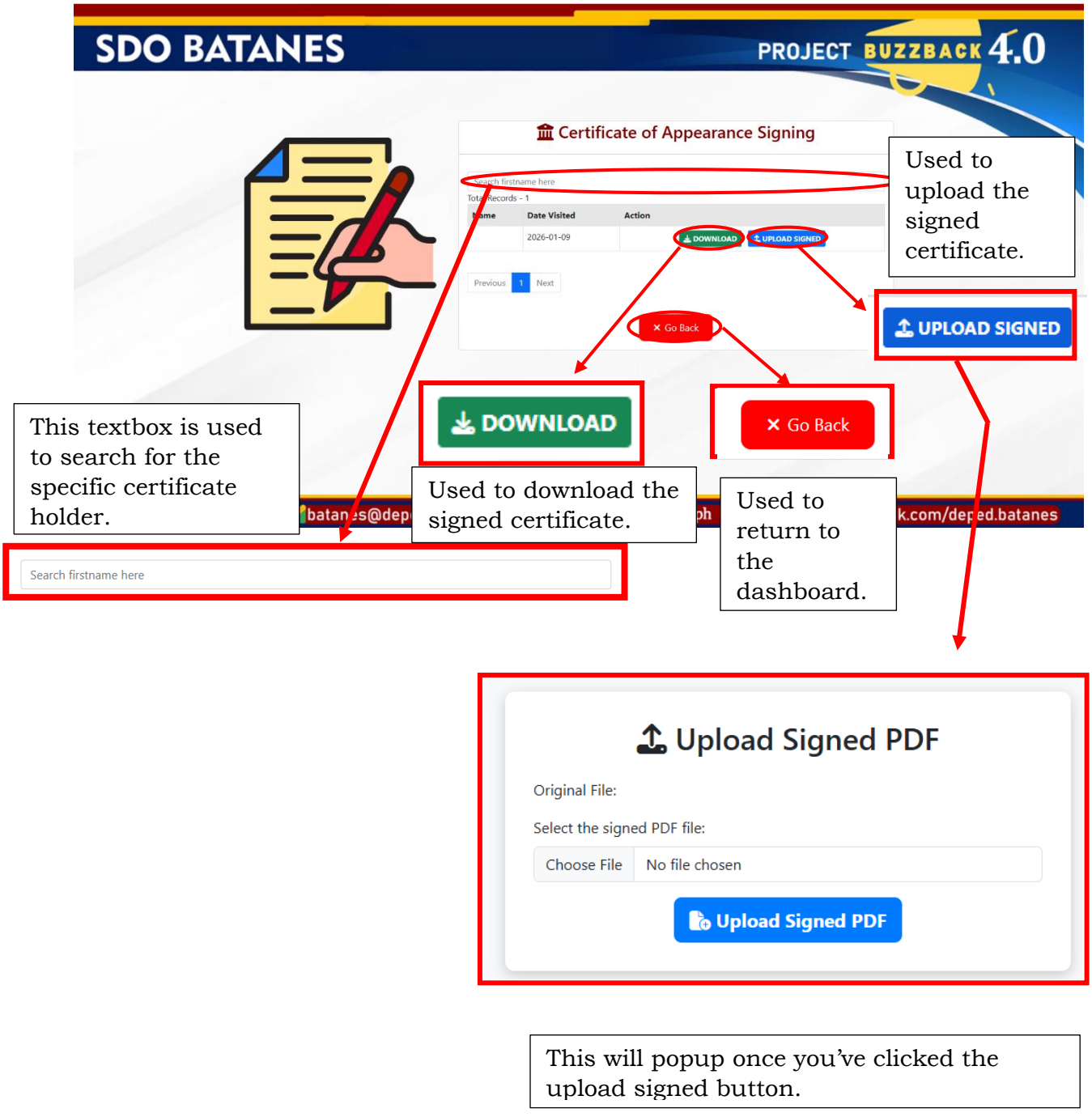


- The filter button is used to filter all the responses on the table of any chosen services.
- The clear button is used to remove whatever is in the textbox.
- The print report button used to print the client satisfaction record.
- And the go back button is used to return to the dashboard or return to the previous services selected from the textbox.

3. Back up – this is where you can back up your data base.



4. CA signing –


SDO BATANES
PROJECT BUZZBACK 4.0
Certificate of Appearance Signing
Search firstname here
Total Records - 1
Name
Date Visited
Action
2026-01-09
DOWNLOAD
UPLOAD SIGNED
Previous
1
Next
Go Back
UPLOAD SIGNED
DOWNLOAD
Go Back
Used to upload the signed certificate.
This textbox is used to search for the specific certificate holder.
Used to download the signed certificate.
Used to return to the dashboard.
Search firstname here
Upload Signed PDF
Original File:
Select the signed PDF file:
Choose File
No file chosen
Upload Signed PDF
This will popup once you've clicked the upload signed button.