

Gartner Rep View Survey

**Enable your reps to
deliver a low-effort
customer experience.**

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Roadmap

Survey Overview

Reporting

Implementation

Rep View helps service leaders understand ...



... how effective their supervisors are at coaching reps



... how current systems and tools impact rep productivity

How does Rep View help?

Key benefits

Vetted set of questions

A curated list of questions helps you gain valuable insight on the drivers of coaching effectiveness and productivity.

Robust reporting

Segmentation, time trending analysis, and manager-level reporting give you a deeper understanding of metrics from different perspectives in the service organization.

Action planning

Gartner's research and advisory services are available to help you develop an action plan.

Rep View survey questions

Coaching Effectiveness

- Coaching time spend
- Percentage of integrated coaching
- Percentage of scheduled coaching
- Integrated coaching effectiveness
- Scheduled coaching effectiveness
- Coaching perception
- Coaching tone
- Coaching quality

Rep Productivity

- Seamless tool/system
- Experience
- Functional utility
- Visual appeal
- Information sourcing
- Navigation
- Accessibility
- Workflow enhancement
- Information and solutions
- Rep focus
- Enhancing rep capabilities
- Simplification of workflow

Optional custom demographics

- Option to add three custom demographics (such as generalist versus specialist, level or product/unit) as survey questions or option to upload them on the back end.

Roadmap

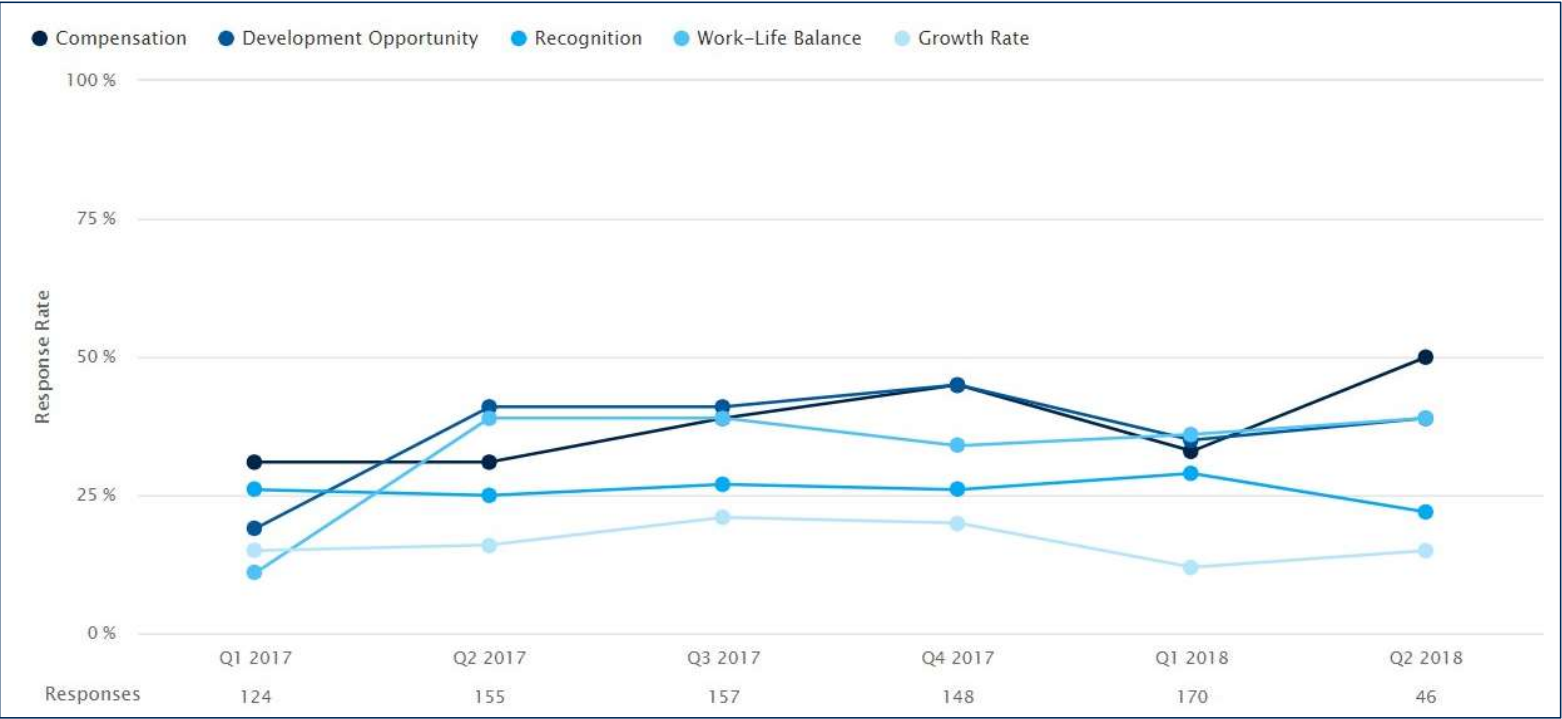
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Dashboard reporting

The online dashboard displays results in real time, allowing you to filter and compare employee segments, and track changes over time. You have the ability to display tracking by bar graphs, line graphs and “heatmap.”



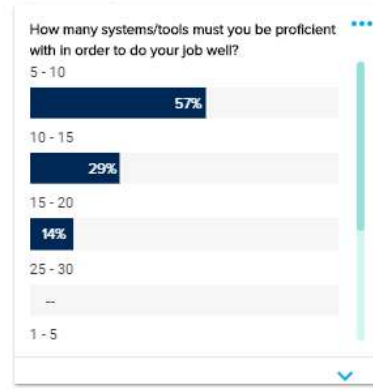
Results summary: View charts of all questions

Real-time results can be viewed in the form of bar graphs, donut charts and data tables. You have the ability to pick the format for each metric depending on your needs.

Coaching Effectiveness



Rep Productivity

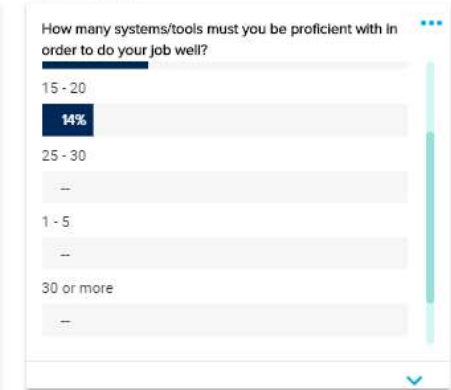


Coaching Effectiveness

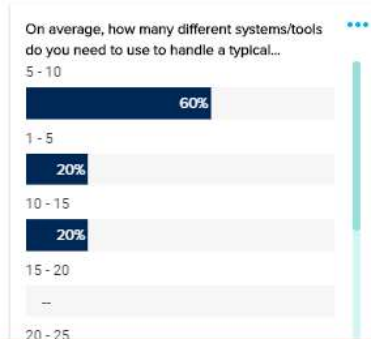
Your supervisor:

Response	Count	Percentage
Generally teaches you how to improve	4	57%
Generally tells you what to improve	3	43%

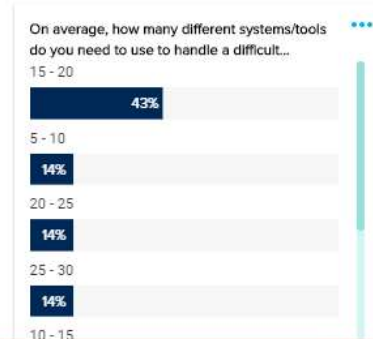
Rep Productivity



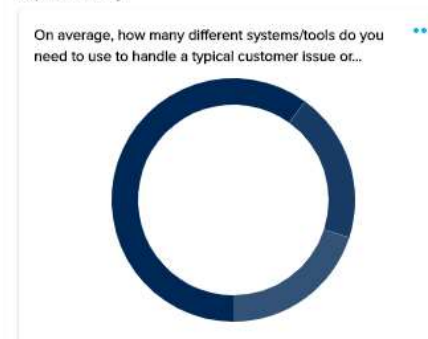
Rep Productivity



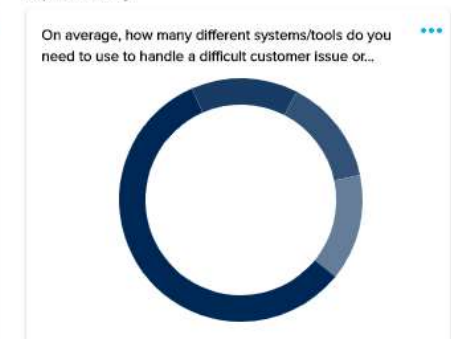
Rep Productivity



Rep Productivity



Rep Productivity



Demographics: Compare favorability across segments

Use up to three custom segments to understand how each segment is performing on key topic areas.

Demographics: What is your location?

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Overall (Favorable)		Location B	Location A
Responses	13	7	6
▼ Rep Productivity	30 %	26 %	34 %
Our systems/tools are able to process infor...	31 %	14 %	50 %
Our systems/tools work together seamlessly.	23 %	29 %	17 %
Our systems/tools provide many useful fun...	50 %	43 %	60 %
Our systems/tools are visually appealing.	15 %	14 %	17 %
Our systems/tools are reliable.	38 %	29 %	50 %
Relevant customer information is displayed...	15 %	14 %	17 %
Our systems/tools are easy to navigate.	8 %	17 %	0 %

Demographics: Compare favorability by tenure

Our questionnaire includes questions around reps' experience in their role and with their supervisor. These are automatically included as demographic filters for favorability scale questions.

Demographics

Demographics: How long have you reported to your current supervisor?



	Responses	Coaching Effectiveness	Rep Productivity
Overall (Favorable)	23	52 %	34 %
Less than 2 months	6	67 %	28 %
7 - 12 months	5	60 %	31 %
1 - 2 years	4	50 %	48 %
2 - 3 months	4	25 %	35 %
4 - 6 months	4	50 %	31 %

Demographics

Demographics: How much experience do you have within your role?



	Responses	Coaching Effectiveness	Rep Productivity
Overall (Favorable)	26	50 %	34 %
1 - 2 years	7	57 %	31 %
4 - 6 months	5	40 %	35 %
2 - 3 months	4	0 %	37 %
Less than 2 months	4	75 %	29 %
More than 4 years	4	50 %	37 %

Demographics: Compare favorability across supervisors

In addition to your three custom segments, you have the ability to view results by supervisor. The demographics tab provides you with a “heatmap” of supervisor performance across favorability scale questions.

Demographics

Demographics: Which supervisor are you aligned to?



Overall (Favorable)

Supervisor B Supervisor C Supervisor A

Overall (Favorable)		Supervisor B	Supervisor C	Supervisor A
Responses	13	5	4	4
▶ Coaching Effectiveness	54 %	60 %	75 %	25 %
▶ Rep Productivity	30 %	31 %	33 %	24 %

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Rep View features and options

Core features

- Two survey deployment options
- Real-time reporting
- Custom demographics
- Manager-level reporting

Additional options

- Standard survey available in four languages
- Add new survey module options throughout the year

Rep View deployment options

Two easy options for deploying your survey

Open link

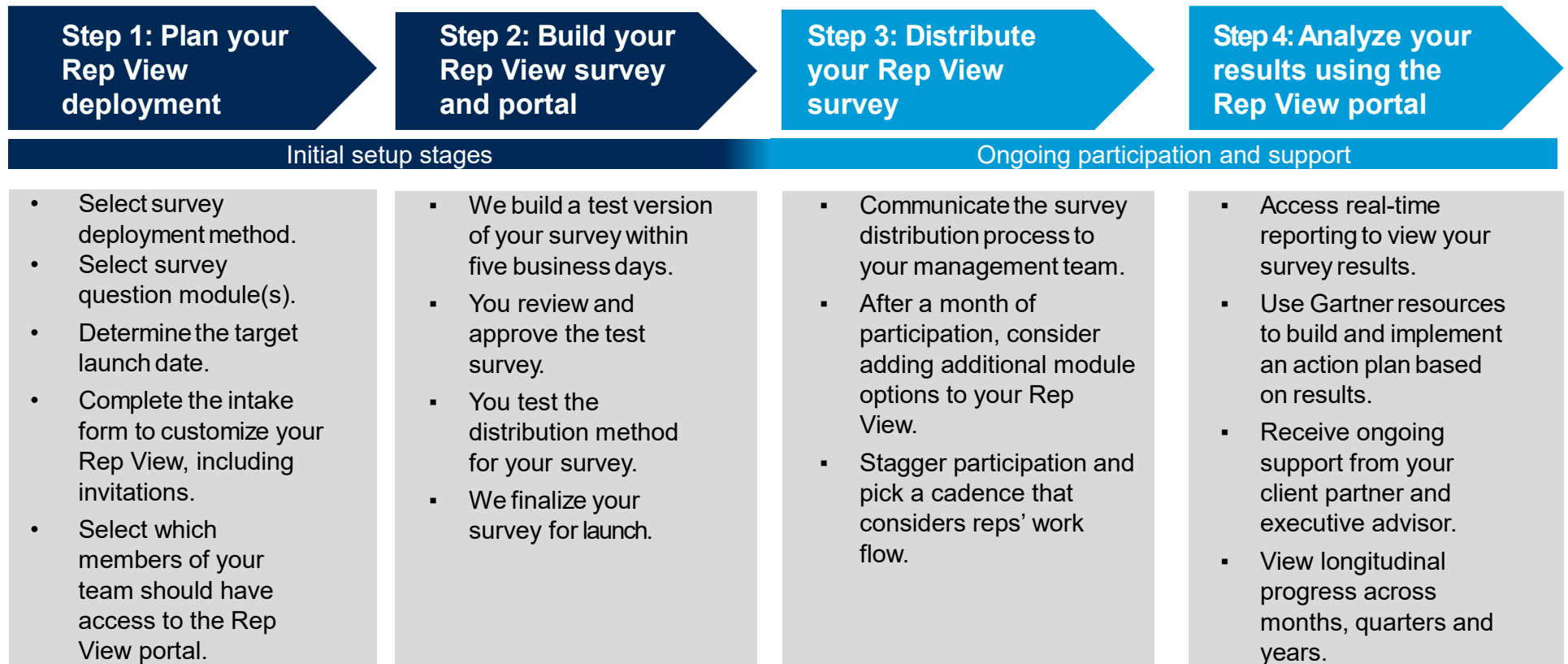
Your organization distributes the open survey link to reps; reps self-select all demographic information (including custom demographics).

Unique link

Your organization uploads reps' email addresses and demographic data; the system sends survey and reminder emails automatically.

How do I get started with Rep View?

Gartner's Rep View survey is simple to build, launch and maintain.



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