

System Configuration

Rating schemes administration



Administration manual

for tenants

5/30/2022

Product line Neo, version 7.x

The described functions can be used with the following ASC products:

EVOIP^{neo}

EVOLUTION^{neo} / XXL / eco

INSPIRATION^{neo}

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1

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2 Introduction

In the Rating Schemes module of the application System Configuration, you can define rating schemes which can be used in the application INSPIRATION_{neo}, e. g. to assess evaluations and quizzes.

Open the Rating Schemes module by clicking on the menu item *More* in the navigation bar and subsequently on the sub-menu item *Rating Schemes*.

2.1 Exemplary usage of a rating scheme

Each rating scheme consists of several rating levels which are defined in the tab *Ratings*.

Details*

Ratings*

Name	Value	Maximum	Minimum
Excellent	100	100	90
Good	80	89	70
Poor	0	69	0

AddEditDelete

Fig. 1: Defined rating scheme (example)

The combined values of a row constitute a rating level.

Each answer given in an evaluation or in a quiz is sorted into the respective rating level and the associated percentage result (*Value*) is saved. In the end, all saved results are analyzed according to the following (simplified) formula and presented as an overall result:

$$\frac{(\text{Sum of the percentage values of the individual question results})}{(\text{number of questions})} = (\text{overall result in percent})$$

Example:

Rating scheme:

Name	Value	Maximum	Minimum
Excellent	100 %	100 %	90 %
Good	80 %	89 %	70 %
Bad	0 %	69 %	0 %

Question results:

- Question 1 has been rated with *Good*. *Good* corresponds to a results of 80 %.
- Question 2 has been rated with *Excellent*. *Excellent* corresponds to a results of 100 %.
- Question 3 has been rated with *Bad*. *Bad* corresponds to a results of 0 %.

Overall result:

- The overall result is calculated as follows: $(80 \% + 100 \% + 0 \%) / 3 = 60 \%$

The overall result of 60 % is located between the *minimum* and the *maximum* of the rating level *Bad*, consequently the overall rating of the result is *Bad*.

A rating scheme thus contains the information for 2 cases of application:

- A rating scheme defines which percentage result (*Value*) has been associated with which rating level (*Name*). This value is used to associate a percentage result value with an answer.

In the example above, the answer to question 1 is *Good*. Consequently, the result value for question 1 is set to 80 %.

- A rating scheme defines an area (*Minimum*, *Maximum*) which allows associating the overall result with a rating level (*Name*).

In the example above, the overall result is 60 %. Consequently, it is located in the area between 0 % and 69 % and is thus associated with the rating level *Bad*.

3

Main view

In the main view, all created rating schemes are displayed.

+ × Rating Schemes General ▾		
Name ↕	Description ↕	Default ↕
A-F Bewertungsschema	Verwendet die Noten A-F. Besonderheit: Nach D folgt F. Die Note E wird nicht verwendet.	×
Default (0%-100%)	Verwendet Prozentwerte (0%-100%).	✓
1-5 Bewertungsschema	Verwendet die Noten 1-5	×

Rows per page 50 ▾ 1 - 3 of 3 < << >> >

Fig. 2: Main view

Depending on the configuration of the columns, the following information is displayed in the main view:

<i>Name</i>	Name of the rating scheme.
<i>Description</i>	Description of the rating scheme.
<i>Default</i>	Here, you can see whether the rating scheme is a default rating scheme: ✓ = default rating scheme × = no default rating scheme
<i>Creation Date</i>	Date on which the rating scheme was created.
<i>Updated</i>	Date on which the rating scheme was updated the last time.

3.1

Toolbar

The toolbar offers the following functions:

+ × Rating Schemes General ▾

Fig. 3: Toolbar

+	<i>Create</i>	Creates a new rating scheme. See chapter "Create new rating scheme" , p. 11.
×	<i>Delete</i>	Deletes the selected rating scheme upon confirming the security prompt. NOTICE! A rating scheme that is currently in use cannot be deleted.
General	<i>Adjust Table</i>	Opens a window where you can adjust the following settings for the main view: <ul style="list-style-type: none"> • Displayed information • Order of the displayed columns. • Number of rows per page.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

4

Detail view

The detail view contains additional information about and functions of the selected rating scheme.

Default (0%-100%)

Details*

Help

Name*

Default (0%-100%)

Description

Uses percent values (0%-100%).

Default

☒

This rating scheme is in use and cannot be deleted.

Save

Reset

Fig. 4: Detail view

The detail view consists of the following tabs:

- Details**
Here, you can display and edit detailed information about the selected rating scheme. See [chapter "Tab Details", p. 8](#).
- Ratings**
Here, you can display and edit the defined rating levels of the selected rating scheme. See [chapter "Tab Ratings", p. 9](#).



The fields marked with " * " are mandatory fields. These fields have to be filled out.

4.1

Tab Details

Here, you can display and edit detailed information about the selected rating scheme.

Details*

Help

Name*

Default (0%-100%)

Description

Uses percent values (0%-100%).

Default

☒

Fig. 5: Tab Details (example)

Name	Enter the name of the rating scheme.
Description	Here, you can enter a description for rating scheme.

Default Select whether the rating scheme is supposed to be used as default rating scheme in the application INSPIRATION_{neo}.

☒ = default rating scheme
☐ = no default rating scheme

You always have to define 1 rating scheme as default rating scheme. When selecting a new rating scheme as default rating scheme, then the previous default rating scheme automatically loses its status *Default*.

4.2

Tab Ratings

Here, you can display and edit the defined rating levels of the selected rating scheme.

Details*

Ratings*

Name	Value	Maximum	Minimum
Excellent	100	100	90
Good	80	89	70
Poor	0	69	0

Add

Edit

Delete

Fig. 6: Tab Ratings (example)

Name	Name of the rating level.
Value	Percentage value of the rating level. This percentage value is used to associate the rating levels with a percentage result.
Maximum	Maximum percentage value which is associated with this rating level when assessing the overall result.
Minimum	Minimum percentage value which is associated with this rating level when assessing the overall result.

Add	Opens a window in which you can create a new rating level. See chapter "Create and edit rating levels", p. 9 .
Edit	Opens a window in which you can edit the selected rating level. See chapter "Create and edit rating levels", p. 9 .
Delete	Removes the selected rating level from the list.

4.2.1

Create and edit rating levels



For an exemplary rating scheme and its cases of application see [chapter "Exemplary usage of a rating scheme", p. 5](#).

Edit ✕

Name*	Excellent
Value	<input type="text" value="100"/>
Maximum	<input type="text" value="100"/>
Minimum	<input type="text" value="90"/>

[Save](#) [Cancel](#)

Fig. 7: Edit rating level


1. Enter all necessary parameters.

Name	<p>Name of the rating level (e. g. <i>Excellent</i>).</p> <p>The name of the rating level is displayed as default answer text or as the overall result, e. g.:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 10px;">100</div> <div style="flex-grow: 1;">Rethorical skills of the agent</div> <div style="margin-left: 10px;"> <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Poor <input checked="" type="radio"/> N/A </div> </div> <table style="width: 100%; border-top: 1px solid #0070c0; border-bottom: 1px solid #0070c0; margin-top: 5px;"> <thead> <tr style="background-color: #0070c0; color: white;"> <th style="text-align: left; padding: 2px;">✕ Evaluations ▾ General</th> </tr> </thead> <tbody> <tr> <th style="text-align: left; padding: 2px;">Template Name ⇅</th> </tr> <tr> <td style="padding: 2px;">Weiteres Feedback</td> </tr> <tr> <th style="text-align: right; padding: 2px;">Result ⇅</th> </tr> <tr> <td style="text-align: right; padding: 2px;">100.0</td> </tr> <tr> <td style="padding: 2px;">Weiteres Feedback</td> </tr> <tr> <td style="text-align: right; padding: 2px;">0.0</td> </tr> </tbody> </table> </div>	✕ Evaluations ▾ General	Template Name ⇅	Weiteres Feedback	Result ⇅	100.0	Weiteres Feedback	0.0
✕ Evaluations ▾ General								
Template Name ⇅								
Weiteres Feedback								
Result ⇅								
100.0								
Weiteres Feedback								
0.0								
Value	Percentage value of the rating level. This percentage value is used to associate the rating levels with a percentage result.							
Maximum	Maximum percentage value which is associated with this rating level when assessing the overall result.							
Minimum	Minimum percentage value which is associated with this rating level when assessing the overall result.							

2. To save the settings, click on the button *Save*.
To discard the settings and close the window, click on the button *Cancel*.

5 Create new rating scheme

5 Create new rating scheme

1. Click on the icon  (*Create*) in the main view.
2. Adjust all necessary settings in the tabs of the detail view, see [chapter "Detail view", p. 8](#).
3. To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.



For an exemplary rating scheme and its cases of application see [chapter "Exemplary usage of a rating scheme", p. 5](#).

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