Track Employee Review Performance

Reputation Management · https://support.jansma.vip/docs/vip-reputation/reputation-management/track-employee-review-performance/

Employee tracking can associate review activity with team members so managers can recognise participation and identify coaching opportunities.

Understand the feature

Employee tracking uses configured attribution methods to connect eligible customer feedback or requests with a team member. Results depend on consistent use of the assigned links or identifiers.

Add an employee

Create the employee record with the minimum business information required, then assign the relevant location or tracking option. Avoid adding unnecessary personal data.

Manage records

Correct names and assignments when responsibilities change. Disable inactive records so current reporting remains clear.

Use the leaderboard fairly

Treat leaderboard data as one operational indicator, not a complete measure of performance. Review context, customer volume and data quality before drawing conclusions or making employment decisions.

Need help with this feature? Contact Jansma VIP Support with the relevant account area, location and non-sensitive error details. Availability can depend on your plan, connected services and third-party platform rules.