

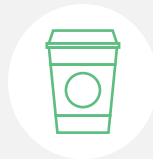


# Welcome to Stella Connect!

We're excited that your company has chosen to start using Stella Connect – welcome to the family! Here's what you can look forward to:



Read positive feedback about your performance directly from your customers



Earn rewards, voted on by customers, for a job well done



Get helpful suggestions for areas where you can continue to improve



Compare your performance to other members of your team

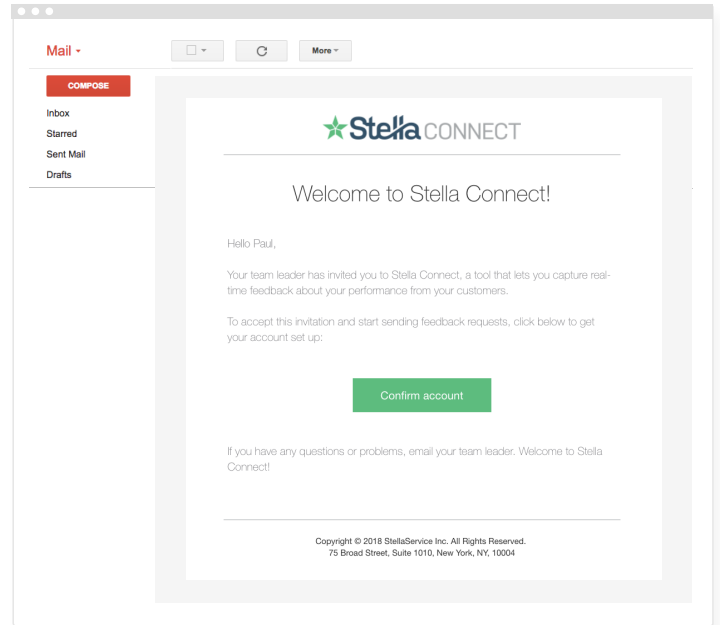
Getting started with Stella Connect couldn't be easier. In this brief guide, we'll walk you through the steps you need to take. Have questions? Simply ask your supervisor who will be able to help.



# Getting Started

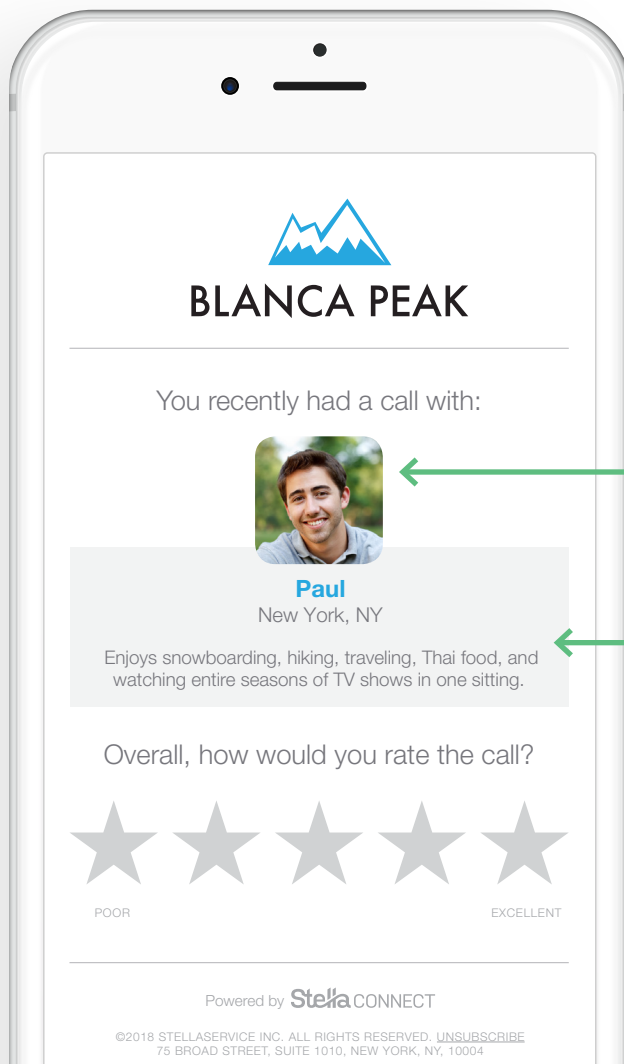
## Setting up Your Account

By now you will have received a copy of your welcome email. Through this email you'll be able to set your password and start creating your Stella Connect profile. This is the profile that you will use to collect feedback from customers. Didn't get your email? Your supervisor can help.



## Creating Your Stella Connect Profile

There are two quick and easy steps to setting up your Stella Connect profile:



### Upload a Picture

Including a picture increases the number of people who respond to your feedback requests. Your photo could be an image of you at work, an action shot, or an image related to your company. Be sure to speak to your supervisor to see if there is a particular style of image they would prefer you to use.

### Write Your Bio

Your bio is a brief description of you that will appear in feedback requests sent to customers. Your bio helps highlight your personality and enables you and your company to build closer relationships with customers, so make it fun and engaging! You might want to mention your hobbies, or maybe the favorite product or service that your company offers.



# Seeing Your Feedback

Your picture is uploaded, your bio is complete and you're starting to send out feedback requests. Now the fun really starts! When you login to Stella Connect, you'll be taken directly to your feedback stream. This stream shows feedback and reward votes you receive from your customers. This feedback will flow in throughout the day, so check back often.

**Stella CONNECT**    STREAM    TRENDS    LEADERBOARDS       LOGOUT

## Welcome Paul!

**Performance Over the Last 30 Days**

- Response Rate: 48%
- Star Rating: 4.78 AVERAGE
- Areas to Improve: Clarity, Professionalism, Knowledge

**Rewards Votes Received**

- 27
- 11
- 4

**Filter Responses**

[Clear Filters](#)

**Channels**

- Phone
- Chat
- Email

**Rating**

- ★★★★★
- ★★★★☆
- ★★★☆☆
- ★★☆☆☆
- ★☆☆☆☆

**You Have New Feedback!**

★★★★★ 27

Paul was such a rockstar. He's a great ambassador for your company. 5 stars!

Men's Clothing | Shoes | Sneakers

↓ Apr 18, 11:34 AM • ↑ Apr 18, 12:10 PM • Phone • [See original ticket](#) • ⚠ • 📄

★★★☆☆ 4

Paul was pleasant to talk to but didn't have very good knowledge about the product that I was looking at.

★★★★★ 27

Paul was such a rockstar. He's a great ambassador for your company. 5 stars!

Men's Clothing | Shoes | Sneakers

↓ Apr 18, 11:34 AM • ↑ Apr 18, 12:10 PM • Phone • [See original ticket](#) • ⚠ • 📄

★★★★★ 27

He was great as well as informed. I went into the call with a mindset of canceling the order. He made me feel I should stay so I did.

Women's Clothing | Inventory Inquiry

↓ Apr 18, 10:03 AM • ↑ Apr 18, 11:32 AM • Phone • [See original ticket](#) • ⚠ • 📄

★★★★★ 27

My conversation with Paul was great. He helped answer all my questions.

Men's Clothing | Returns

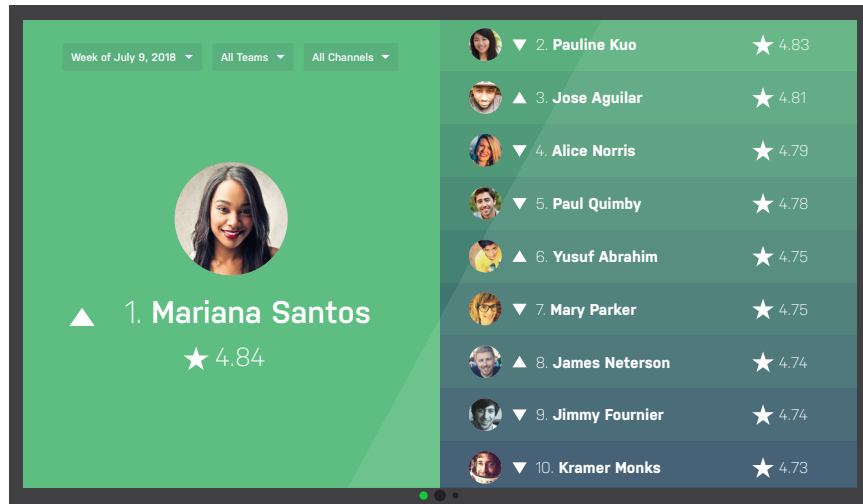
↓ Apr 18, 9:47 AM • ↑ Apr 18, 9:55 AM • Phone • [See original ticket](#) • ⚠ • 📄

**Effort**  
**Friendliness**  
**Knowledge**  
**Professionalism**



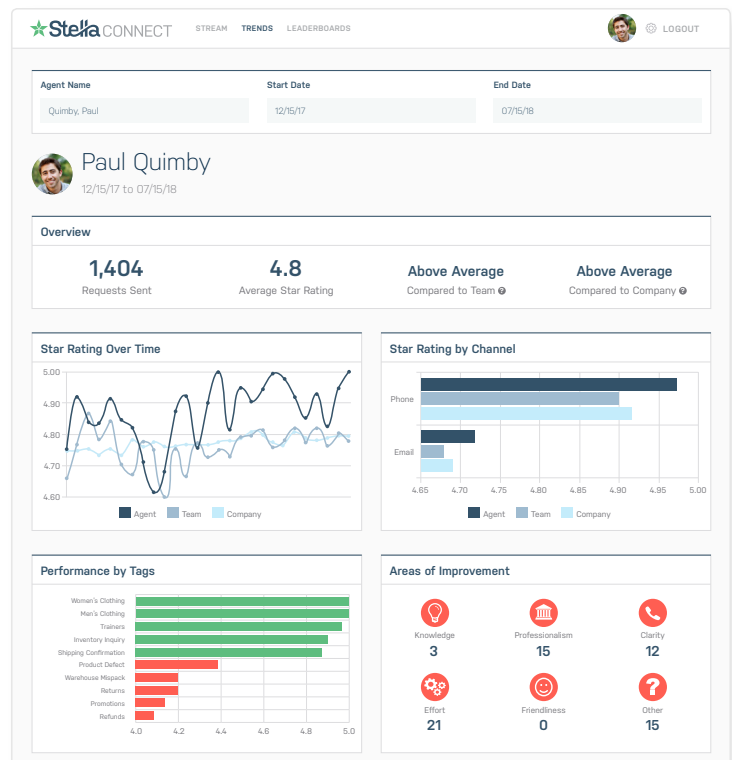
## How do you Compare?

Like a bit of friendly competition? Click on 'Leaderboards' in the top navigation and you can see the top performers in your team and your company overall. Leaderboards are updated hourly, so the top spot will change often. Pro tip: Leaderboards are optimized for display on monitors so ask your manager to put them up around your contact center!



## See Trend Data Over Time

As well seeing your stream of feedback throughout the day, you can also see how your performance is changing over time. Click on Trends in the top navigation to access your own personal performance dashboard. This is a great thing to check at the beginning and end of every week, and before your one-to-one meeting with your team leader. Pro tip: clicking on any of the data points on your trends dashboard will open up the related feedback.



Have More Questions? Get in touch with your team leader who will be able to help. We're excited to welcome you to Stella Connect!