Feedback

Working with Records · https://learnpcr.pcrecruiter.net/site/docs/records/feedback/

Feedback is a key part of the decision making process. Whether users are getting feedback from clients, colleagues, or candidates, it all needs to be easily collected and organized for review. PCRecruiter's 'Feedback' tools make sure that the responses users receive are logged when and where they are needed.

Viewing Feedback

Feedback can be viewed from a Name, Company, or Position by simply selecting the Feedback Tab on the Record. Where feedback is being viewed from dictates what details are displayed. Note: Feedback can be edited or deleted from any of these views by simply right-clicking.

Company

The Feedback Tab within a Company Record will display all Feedback that has been submitted to any Name Records for any Positions within that Company. It will display the following details:

- Date/Time
- Candidate Name
- Job Title
- Position ID
- Provided By
- Step
- Source
- Rating
- Feedback Text

Note: Users CANNOT add new Feedback from the Company Feedback area

Name

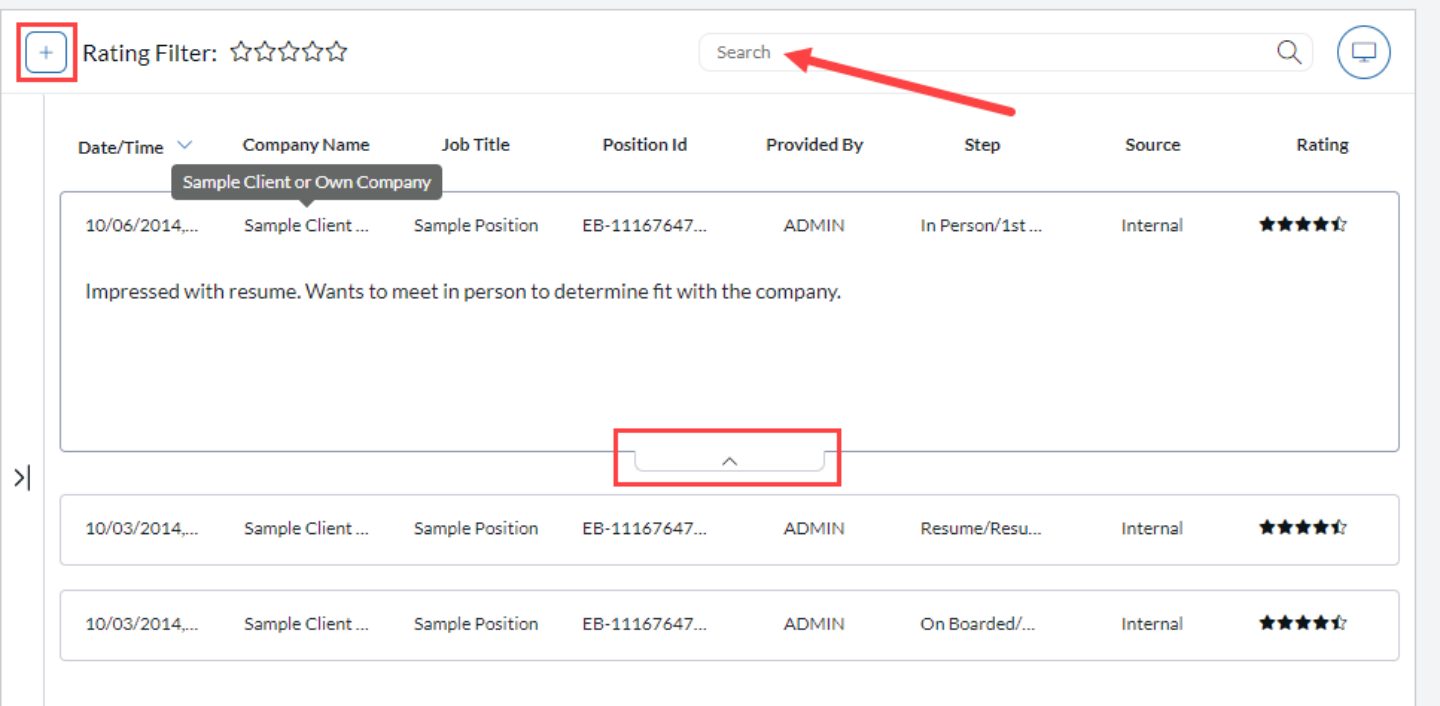
The Feedback Tab within a Name Record will display all Feedback that has been submitted to that specific person. It will display the following details:

- Date/Time
- Company Name
- Job Title
- Position ID
- Provided By
- Step
- Source
- Rating
- Feedback Text

Position

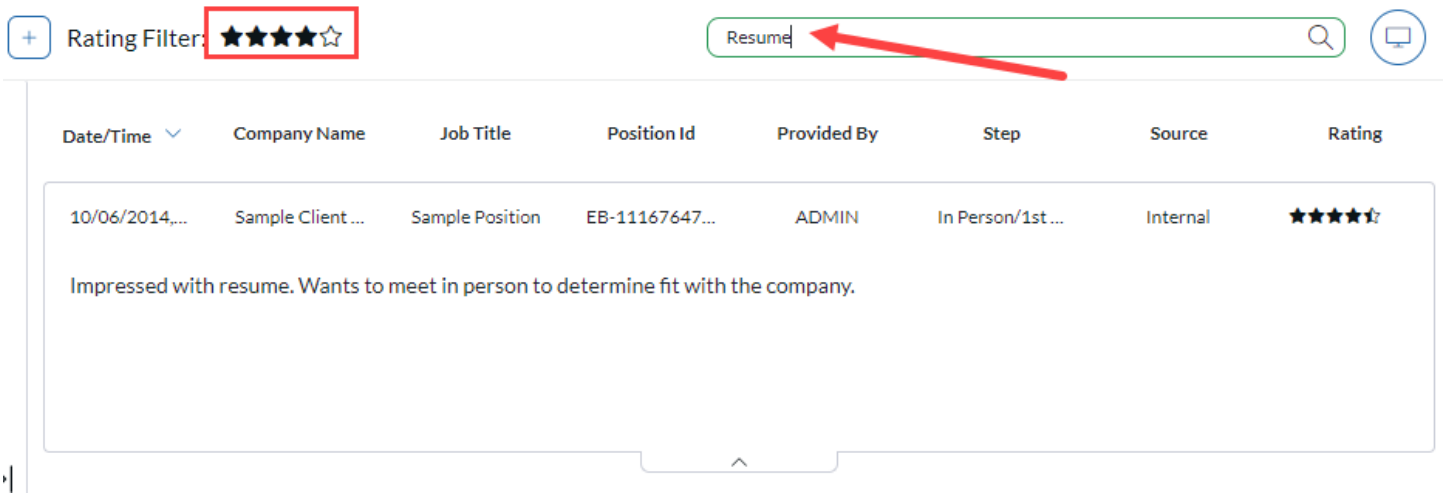
The Feedback Tab within a Position Record will display all Feedback that has been submitted to any Name Records for the specific Position. It will display the following details:

- Date/Time
- Candidate Name
- Provided By
- Step
- Source
- Rating
- Feedback Text



Searching and Filtering

From within any of the Feedback areas, users can filter the displayed results by Star Rating or by Searching. When using the Rating Filter, results displayed will be greater than or equal to the number of stars searched. The Search field allows users to search by any of the terms displayed. Results that do not meet the search criteria will be hidden until the search is cleared. The Rating Filter and Search can be used together.



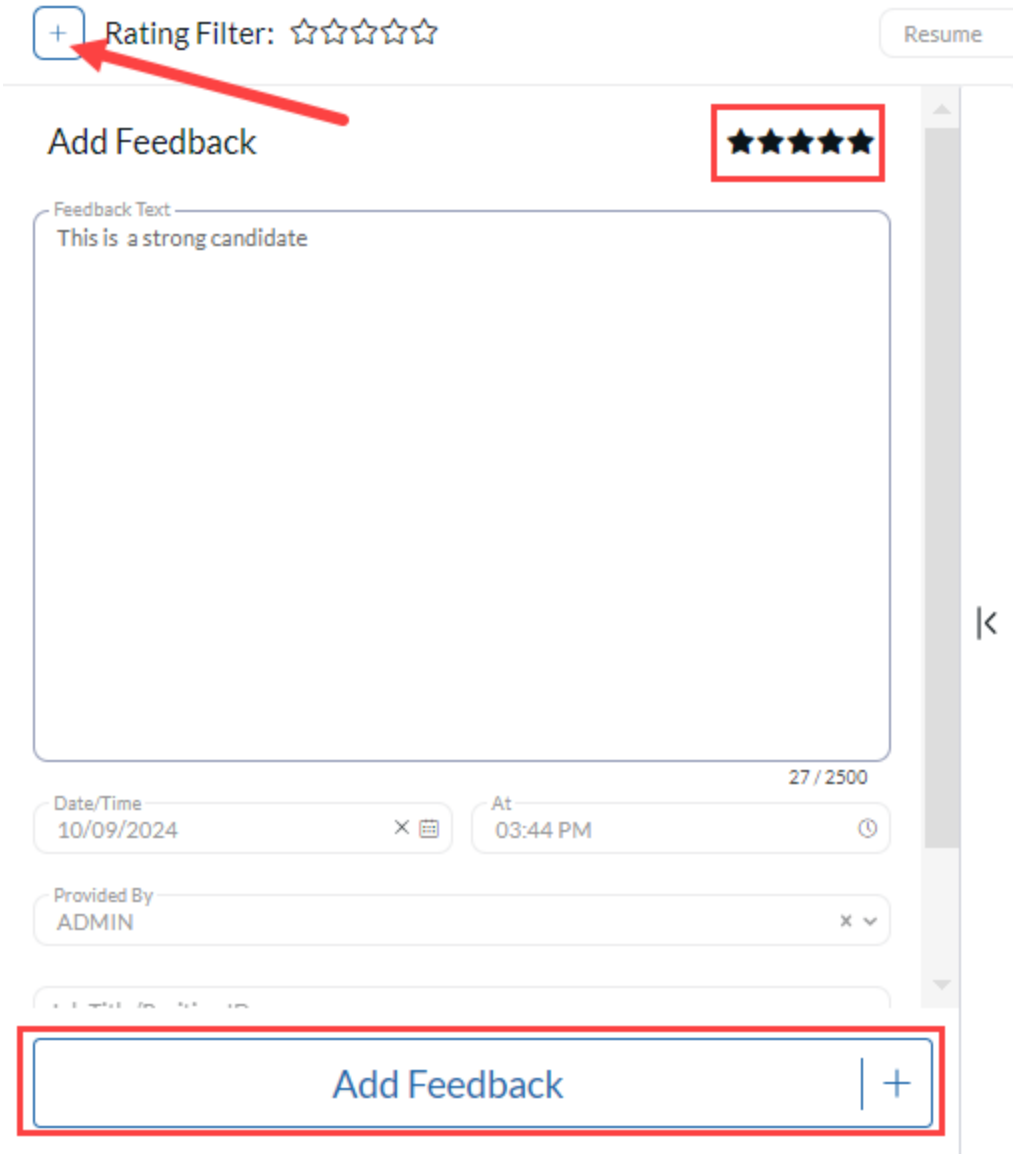
Adding Feedback

Feedback is typically provided following an interview between a Candidate and a Client. However, there are other instances where feedback may be helpful as well. For that reason, Feedback can be added for a specific Interview, or it can be added for a Candidate in relation to a Position. You can also add general Feedback for a Candidate overall.

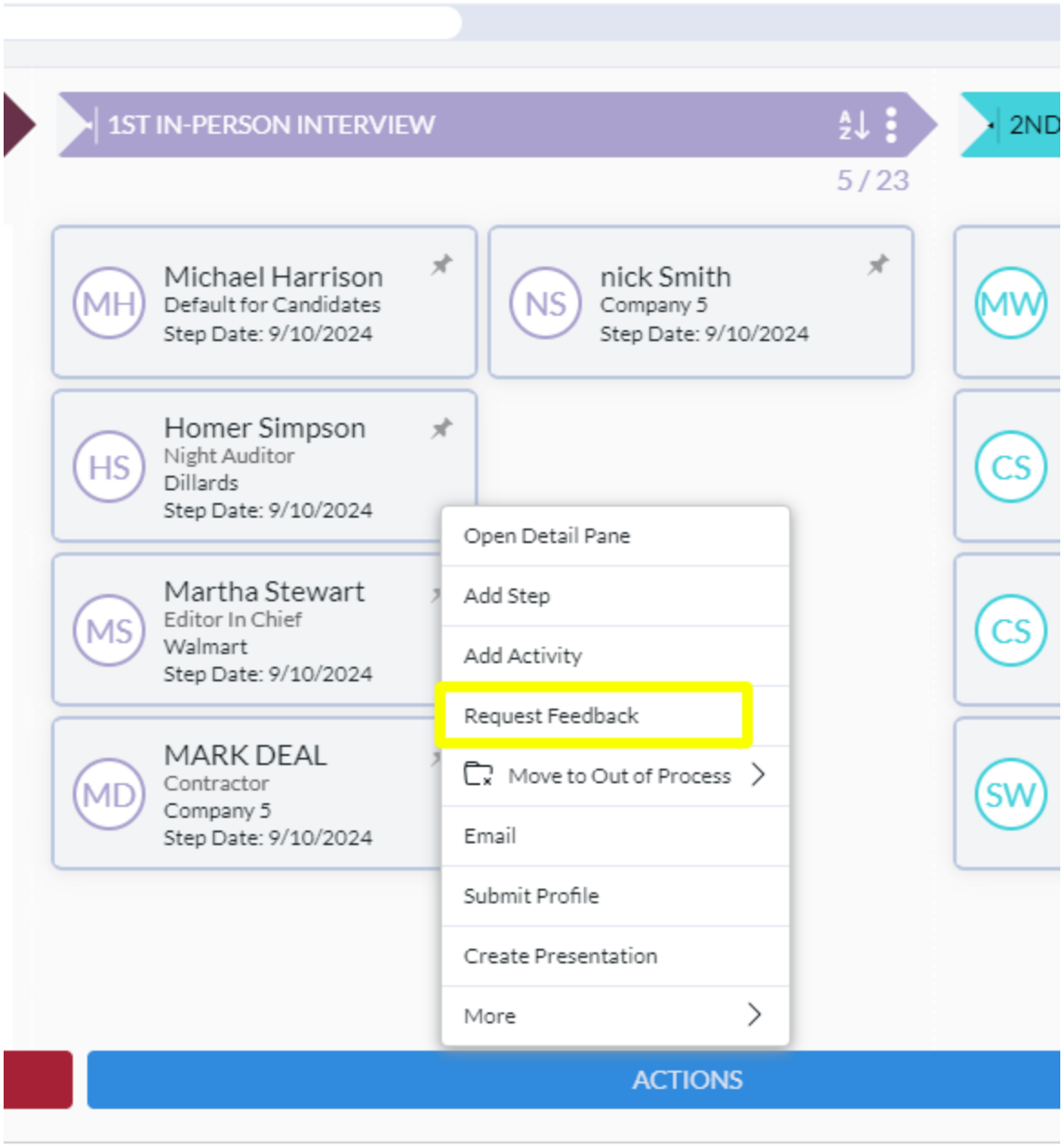
From the Pipeline

In the Position Pipeline, Feedback can be added from the Detail Pane of any candidate. You can access the Detail Pane by clicking the Record Icon within a Card.

1. Select the **Feedback** navigation tab in the Detail Pane.
2. Click **Add** (+).
3. Enter the **Feedback Text**.
4. Give a **Star Rating** if desired.
5. The current **Date/Time** is automatically displayed; if needed, it can be modified.
6. **Provided by** will automatically display the User Name of the person entering the Feedback. If this Feedback is from someone else, you can select another User Name from the dropdown or manually type into the field.
7. If desired, click into the **Step** field to see a list of Steps the selected Candidate has had for this Position. Choose from this list to leave feedback on a specific Step.
8. Click **Add Feedback** when finished.



Feedback can also be requested externally from your interviewers or hiring authorities by right-clicking the Record Card and selecting **Request Feedback**. Compose your email or use a Feedback Form Letter that contains a Feedback Link insert-field. Any feedback submitted externally will show within PCR on the Feedback Navigation of the corresponding records.



From a Position

Users can also add Feedback without having to access a specific Pipeline Step. However, they can link the Feedback to a Pipeline Step if desired.

1. Access the **Position** to leave Feedback in regard to a specific candidate.
2. Select **Feedback** from the Navigation menu.
3. Click **Add** (+).

4. Click into **Candidate Lookup** to view/search a list of Candidates currently linked to the Position. Select the Candidate which the Feedback is for.
5. Enter the **Feedback Text**.
6. Give a **Star Rating** if desired.
7. The current **Date/Time** is automatically displayed; if needed, it can be modified.
8. **Provided by** will automatically display the User Name of the person entering the Feedback. If this Feedback is from someone else, you can select another User Name from the dropdown or manually type into the field.
9. **Job Title/Position ID** will display the current Position, it cannot be edited.
10. If desired, click into the **Step** field to see a list of Steps the selected Candidate has had for this Position. Choose from this list to leave feedback on a specific Step.
11. Click **Add Feedback** when finished.

From a Name Record

Lastly, users can also add Feedback from a Name Record. Using this method, the user can simply enter Feedback that is only linked to the Candidate, or choose to link to a Position.

1. Access the **Name Record** that the Feedback is for.
2. Choose **Feedback** from the Navigation Menu.
3. Click **Add** (+).
4. Enter the **Feedback Text**.
5. Give a **Star Rating** if desired.
6. The current **Date/Time** is automatically displayed; if needed, it can be modified.
7. **Provided by** will automatically display the User Name of the person entering the Feedback. If this Feedback is from someone else, you can select another User Name from the dropdown or manually type into the field.
8. If desired, click the **Job Title/Position ID** field to see a list of Positions the selected Candidate is linked to. Choose from this list to leave feedback for a specific Position.
9. If desired, click into the **Step** field to see a list of Steps the selected Candidate has had for this Position. Choose from this list to leave feedback on a specific Step.
10. Click **Add Feedback** when finished.