How to onboard your new organisation onto GroHawk!

Whether you're onboarding 1 location or 1000 locations to GroHawk, this quick guide will walk you through just how easy it is to get each of your locations up and running in minutes!

Step 1: Add your Brand!

First things first, what brand is your location operating under? Is it a single individual brand with 1 location or is it a chain of locations all sharing the same brand?

This is where you will be prompted to setup your brand:

1) Upload your brand Logo
2) Enter your brand name (Example Luigi's Pizza)
3) Enter your website

New Brand

Brand Logo	Choose file No file chosen
Brand Name	
Website	
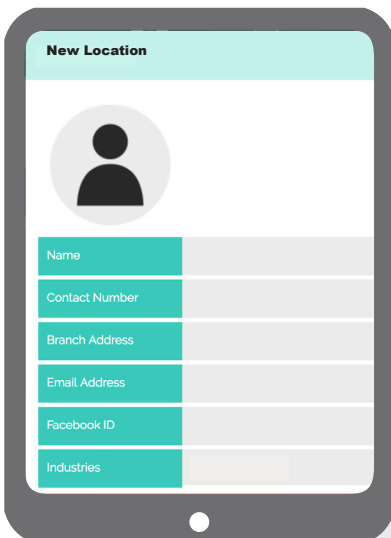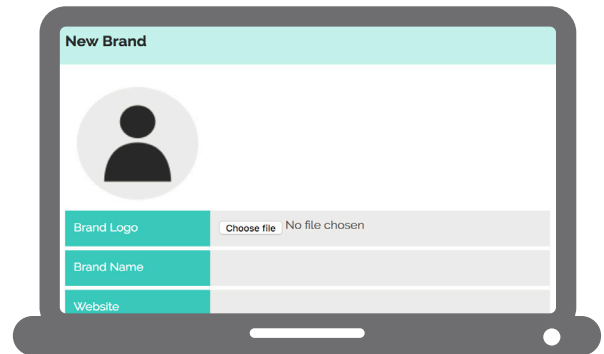
Step 2: Set up your locations!

Set up your brand? Great stuff! Now we can go ahead and set up a location.

QUICK NOTE: If you have several locations, which have different brands, you will need to set up each different brand and then add the locations under the appropriate brand!

The beauty behind the setup of GroHawk is that whether you have 1 or many locations, the onboarding process does not necessarily have to be coordinated across your business. You can choose to run GroHawk in a select handful of stores/locations that suit without disruption.

New Location

Name	
Contact Number	
Branch Address	
Email Address	
Facebook ID	
Industries	

Here is what we need to add a location on board

1) Name of the location (Example Luigi's Waterloo St)
2) Contact Number – This will be the contact number for that specific location which the customer visited!
3) Location Address – This will be the address for that specific location
4) Email address – This will be the contact email for that specific location.
5) Facebook ID – This is so that we can encourage your fans to leave a positive review on your Facebook page!
6) Select your industry! If you don't see your industry listed click "I do not see my industry" and we will get our team onto it in a flash.

New User

User Image	
Name	
Email	
Role	

Create user
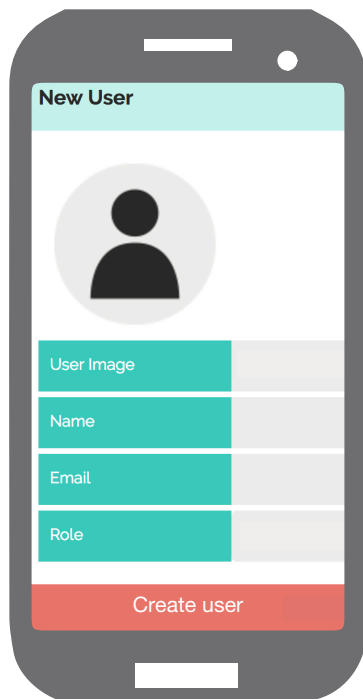
Step 3: Load some Location Managers

Right. We have our Brand. We have then added our locations. Next up, we assign some Location Managers. These are the individuals who will be responsible for receiving response notifications and managing the responses on the system. These managers will also have the ability to add their own questions onto the end of the survey.

NOTE: You have the option to copy others into all responses. For example you may have the Location Manager setup as the manager of a particular branch of your business. But you as the CEO may want to retain visibility of all responses at your head office – this is all possible within the GroHawk system.

Here's what you need:

1) His or her name!
2) Their email address. This should be their company email.

Your Location Manager once setup will receive an email automatically letting them know you have onboarded him/her as a Location Manager onto the system. Don't worry – it will give them their login details and show them where to go!

Step 4: Send your first Survey!

Finally the moment we have been waiting for! I wasn't fibbing when I said it was super simple.

1) Click on Surveys
2) Select the location you want to send a survey for.
3) Take your CSV and drop it into the middle of the screen.
4) Hit "Send Survey"

THAT'S IT! Your survey will now be sent to the list of customers you have uploaded. Sit back and wait for the responses to hit your inbox!

FOR A DETAILED GUIDE CHECK OUT 'GETTING STARTED WITH SURVEYS"
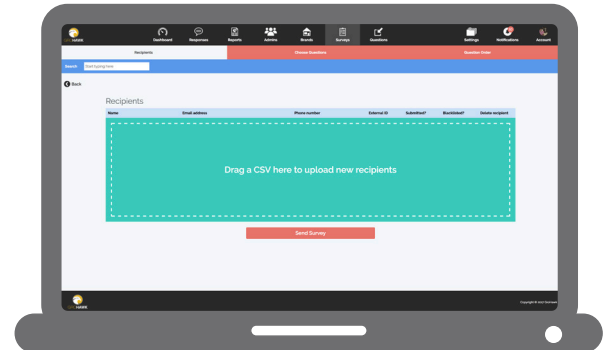
Step 5: Monitor and Analyse Responses

Now, collecting responses is just the start – next its important we implement a plan for our team members to monitor and analyse responses!

Ensure Location Managers are reading every single response and Pin those comments which are their favourite – GroHawk will then automatically feed these straight into your website via our Testimonial Widget – neat right?

What about those negative results, where we may have failed to meet expectations? Well, we need to train our teams to jump on these quickly! When the responses come through which are 1 to 6, it's important we take the time to contact the customer immediately. The email notification which will come through provides the contact details for the customer, so you can contact them directly from your mobile device even on the go!

7 days on... Here is how your last campaign performed:

Here are your highlights:
Survey Sent: 2017-03-29 at 14:25:09

Number of data rows you uploaded	But this many were unreadable
100	30

48 surveys sent by email	2 of these bounced

SMS 50 surveys sent by SMS	3 of these bounced

Completed Responses

30 ✉	15 SMS