

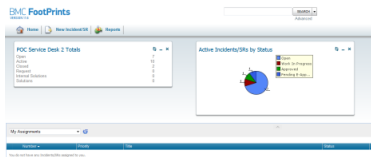
## The problem...

- You need to invite external customers to fill out customer satisfaction surveys..
- and you would like report survey results within FootPrints
- But for security reasons you can't expose your FootPrints server to the public Internet

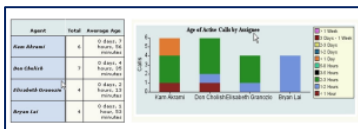
## Inoks FootPrints Survey Integration Solution

### Internal network

When a ticket is closed, email with unique survey URL is sent to customer



Email is received into survey workspace for reporting



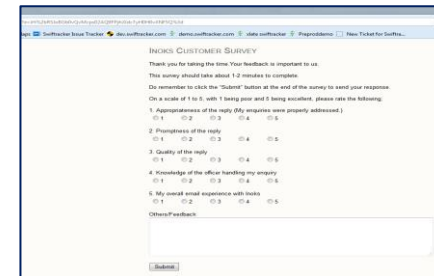
Survey results emailed to FootPrints workspace

The email includes data encoded in the URL like :

- Original issue #
- FP workspace #
- Original Issue Assignee
- Date Survey email sent



Customer receives invite email, clicks on unique link to survey



Survey hosted on external website

Survey Module will verify the following:

- 1) is the link valid
- 2) has survey link expired ? (configurable)
- 3) Has the link been used

before allowing user to fill out survey

## Features of Inoks FootPrints Survey Integration

- Survey is accessible on public Internet yet FootPrints Server is not
- Ability to report Survey results using Footprints reporting
- Survey Form look and feel can be fully customisable to your liking
- Unique survey URL is
  - Single use only
  - Has configurable expiry date

## Requirements

- The Integration comprises a survey URL generator and a .net application that runs on the survey web server
- FootPrints Server v11 or v12
  - Currently only windows version of FootPrints supported (Linux can be support can be added if needed)
  - URL generator is a small executable that can be called by FootPrints escalation action
  - Configure Footprints workspace to receive survey results by email
- IIS Web Server for hosting survey form
  - Only Windows IIS 7 or above supported
  - .Net v2 or greater
  - Needs access to SMTP for sending survey results back to FootPrints