

# Employee Ratings for Jira Cloud - Getting Started

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## About

The Employee Ratings for Jira Cloud app is a solution which neatly integrates into your workflows. You can quickly assess the speed, quality, and efficiency of your colleagues that were working on this or that task.

## Assess

- quality of completed tasks
- speed of doing a specific tasks
- skills of the employee for the current position

## Review

- get objective assessment of employees' performance
- view the aggregated ratings for each metric
- discuss assessment with employees

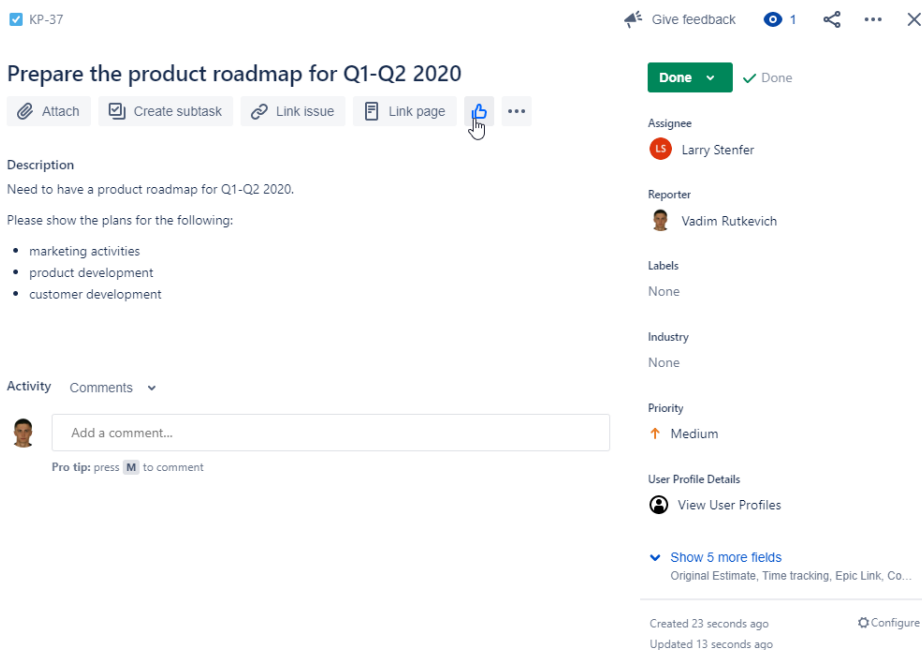
## Improve

- get insights on problems in team performance
- help employees understand what to improve
- find the ways to improve skills and performance

## Assessing Work (new issue view)

 You can assess tasks that are completed or closed with the Done resolution.

1. Open the task which you are a reporter in.



The screenshot shows a Jira issue view for the task "Prepare the product roadmap for Q1-Q2 2020". The issue is in the "Done" resolution state. The description reads: "Need to have a product roadmap for Q1-Q2 2020. Please show the plans for the following:" followed by a list of activities: marketing activities, product development, and customer development. The reporter is Vadim Rutkevich. The issue has a medium priority. The right sidebar shows the issue's metadata, including the assignee (Larry Stenfer), reporter (Vadim Rutkevich), labels (None), industry (None), and priority (Medium). There is also a "Show 5 more fields" option and a "View User Profiles" link. The bottom of the page shows the issue was created 23 seconds ago and updated 13 seconds ago.

2. Click the **Rate** button. The Rate section appears.

KP-37

### Prepare the product roadmap for Q1-Q2 2020

Attach Create subtask Link issue Link page

**Description**  
Need to have a product roadmap for Q1-Q2 2020.  
Please show the plans for the following:

- marketing activities
- product development
- customer development

**Rate**  
You are assessing work of **Larry Stenfer**

Work Quality: 9

Speed: 8

Skills / Efficiency: 9

Save

3. Set the ratings for each metric.
4. Click **Save**.

Give feedback 1

Done Done

**Assignee**  
Larry Stenfer

**Reporter**  
Vadim Rutkevich

**Labels**  
None

**Industry**  
None

**Priority**  
Medium

**User Profile Details**  
View User Profiles

Show 5 more fields  
Original Estimate, Time tracking, Epic Link, Co...

Created 2 minutes ago Configure  
Updated 2 minutes ago

## Assessing Work (old issue view)

1. Open the task which you are a reporter in.

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### Prepare the product roadmap for Q1-Q2 2020

Edit Comment Assign Backlog Selected for Development Workflow Admin

Type: Task Status: DONE (View workflow)  
Priority: Medium Resolution: Done  
Labels: None

**Description**  
Need to have a product roadmap for Q1-Q2 2020.  
Please show the plans for the following:

- marketing activities
- product development
- customer development

**Attachments**

Drop files to attach, or browse.

**Activity**  
All Comments Work log History Activity

There are no comments yet on this issue.

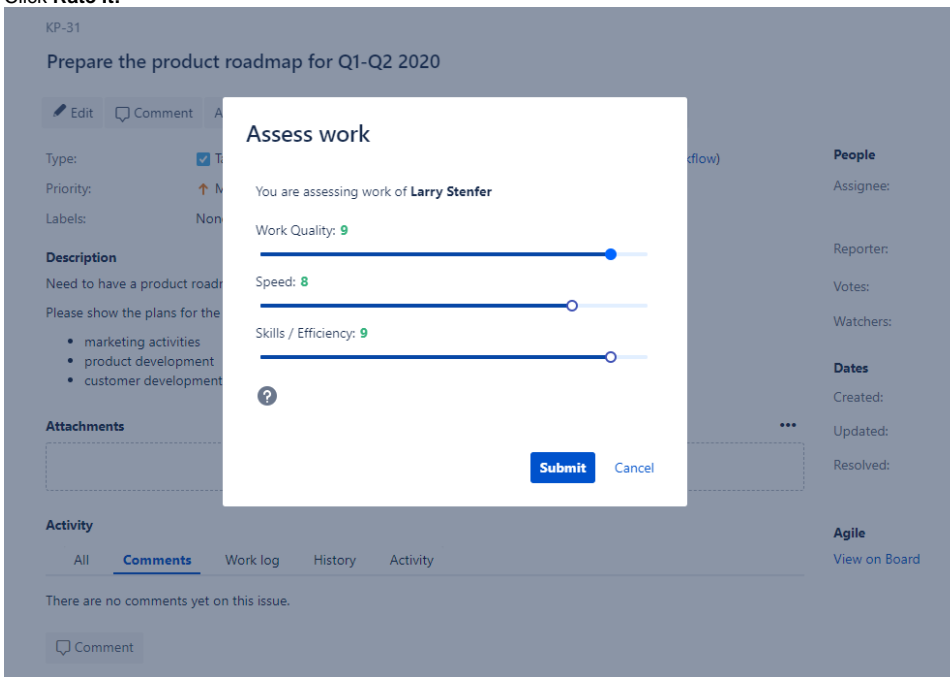
Comment

**People**  
Assignee: Larry Stenfer  
Reporter: Vadim Rutkevich  
Votes: 0  
Watchers: Stop watching this issue

**Dates**  
Created: 13/Jan/20 10:41 AM  
Updated: 30/Jan/20 12:19 PM  
Resolved: 30/Jan/20 10:43 AM

**Agile**  
View on Board

2. Click **Rate it!**

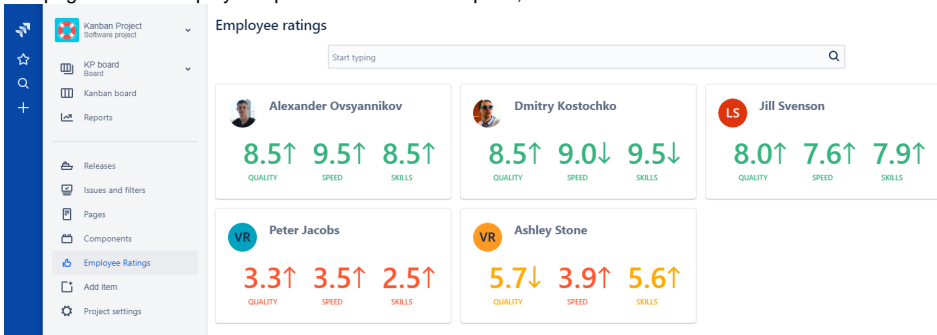


3. In the **Assess work** form, set the ratings for each metric.
4. Click **Submit**.

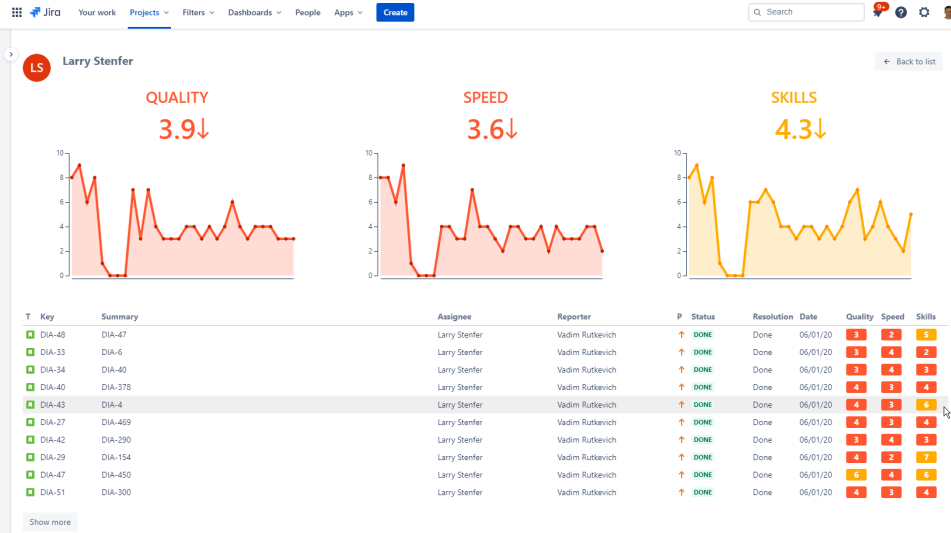
## Viewing Metrics for Users

The app shows and calculates metrics per project.

1. Open the project in which you want to view metrics.
2. On the navigational sidebar, select **Employee Ratings**.
3. The page with the employees' performance metrics opens, as follows:



4. To view details on metrics, click the card of the specific user. The page with details opens, as follows:



The app calculates metrics over the last 180 days for users having ratings for two or more tasks. Metrics are shown per project.

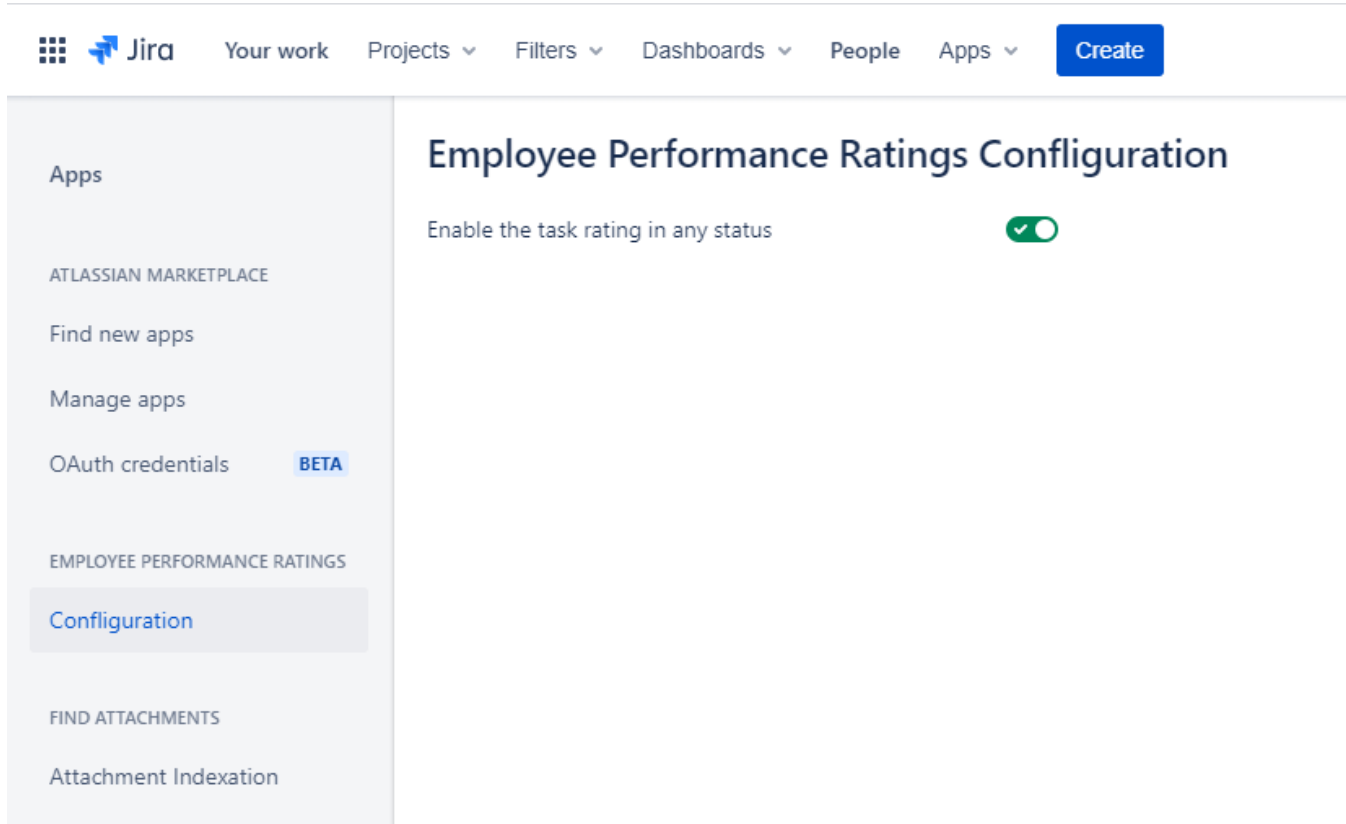
## Integration with Customer Portal of Jira Service Desk

The Employee Performance Ratings app integrates with the customer portal of Jira Service Desk. This means that your customers can assess your customer support services and work of individual support agents.

## Enabling the Rate assignee button for all statuses

1. Navigate to **Jira administration section > Apps**.

2. Locate the Employee Performance Ratings section, and select **Configuration**.
3. Move the toggle right.



The screenshot shows the Jira interface. At the top, there's a navigation bar with 'Jira', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Apps', and a 'Create' button. On the left, a sidebar lists various sections: 'Apps', 'ATLASSIAN MARKETPLACE', 'Find new apps', 'Manage apps', 'OAuth credentials', 'EMPLOYEE PERFORMANCE RATINGS', 'Configuration' (highlighted), 'FIND ATTACHMENTS', and 'Attachment Indexation'. The main content area is titled 'Employee Performance Ratings Configuration' and contains a toggle switch for 'Enable the task rating in any status', which is currently turned on.

## Enabling the task assessment by multiple users


You can allow multiple users to assess the same task. In this case, the app will calculate the average value for each metric on the basis of ratings from these people.

1. Navigate to **User Management**.
2. Create the user group and name it as 'task-evaluators'.
3. Add users within this user group.

All the users within this group will be able to assess tasks.

## Exporting ratings data to CSV

You can export the ratings data for further evaluation. You need to create the **rating-reviewers** user group and add users into this group.

1. Open the project which ratings data you want to export.
2. Select **Employee Ratings**.
3. To the right side of the search bar, locate the  icon and click it.
4. In the **Download CSV** form, click the corresponding to download the raw or aggregated data.

## Download CSV

Raw data [Download CSV file](#)

Averaga data [Download CSV file](#)

[Close](#)