

Employee Ratings for Jira Cloud - Getting Started

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

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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.

 KP-37

Give feedback

1

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

Activity

Comments



Pro tip: press **M** to comment

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 23 seconds ago

Updated 13 seconds ago

 Configure

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

KP-37

Give feedback

1

...

X

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

Updated 2 minutes ago

Configure

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**.

Assessing Work (old issue view)

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

KP-31

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

Rate It!

...

People

Assignee:

Larry Stenfer

Assign to me

Reporter:

Vadim Rutkevich

Votes:

0

Watchers:

1 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!**

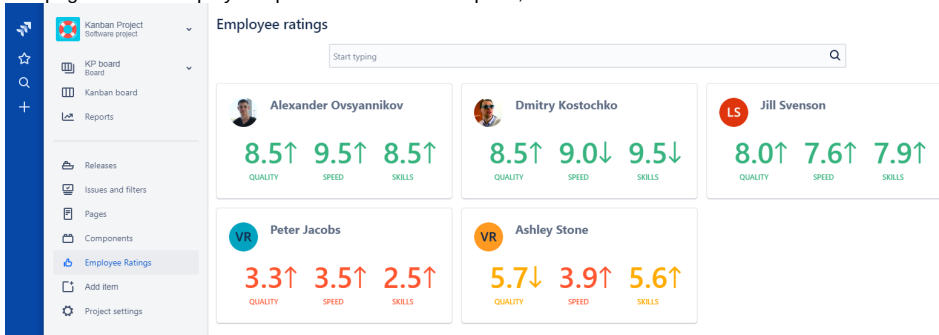
The screenshot shows a modal window titled "Assess work" overlaid on a project issue page. The modal contains three horizontal sliders for rating performance metrics: "Work Quality" (set to 9), "Speed" (set to 8), and "Skills / Efficiency" (set to 9). Each slider has a blue handle and a numerical value displayed next to it. Below the sliders is a question mark icon. At the bottom right of the modal are "Submit" and "Cancel" buttons. The background shows a project issue for "KP-31" titled "Prepare the product roadmap for Q1-Q2 2020". The issue description includes a list of tasks: "marketing activities", "product development", and "customer development". The right sidebar shows fields for "People" (Assignee, Reporter, Votes, Watchers), "Dates" (Created, Updated, Resolved), and "Agile" (View on Board).

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

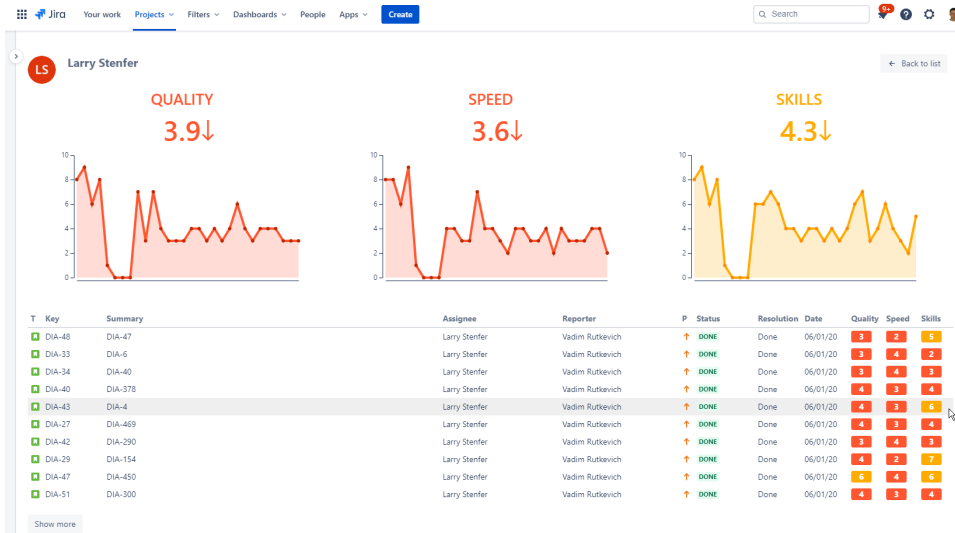
Viewing Metrics for Users

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.

[Help Center](#) / [External Service Desk Project](#) / [ESDP-8](#)

Problem with customizing the theme for the customer portal

Peter Jacobs raised this on Today 9:18 AM [Show details](#)

Activity

- Vadim Rutkevich** Today 9:21 AM
Hi Peter,
What version of the application are you using?

Sincerely, Vadim
- Automatic response** Today 9:23 AM
Your request status has changed to Work in progress.
- Peter Jacobs** Today 9:23 AM
Vadim,
I assume this is 2.5.8.

Sincerely, Peter
- Vadim Rutkevich** Today 9:24 AM
Peter,
seems that you need to update it to 2.7.0 at least. This should address your issue.

Sincerely, Vadim

Status
WORK IN PROGRESS

Notifications on

Request type
Report a bug

Shared with
Peter Jacobs
Creator
+ Share

Rate customer support
Please rate the support service of the agent:

Support Quality: **8**

Speed: **10**

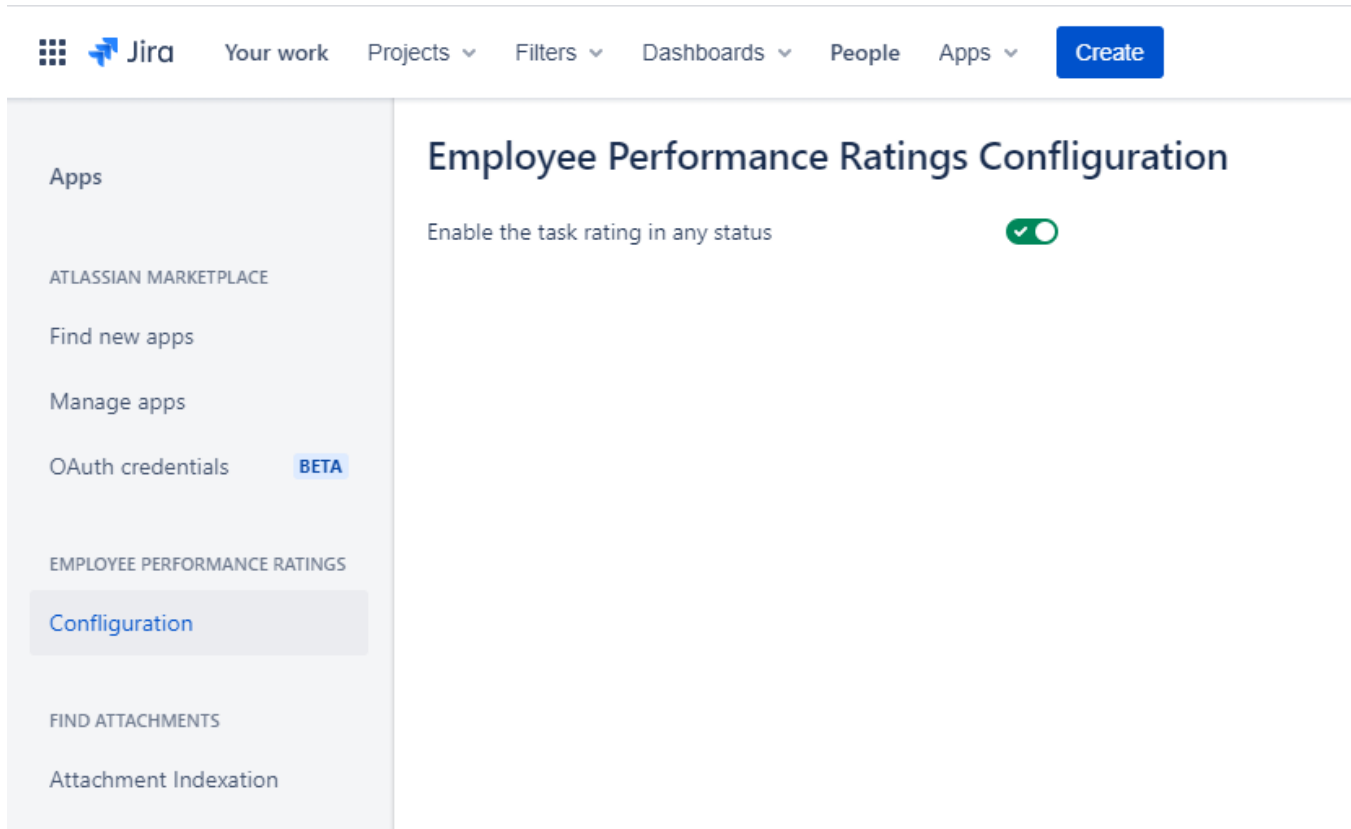
Skills / Efficiency: **9**

Save **?**

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. The top navigation bar includes the Jira logo, 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Apps', and a 'Create' button. The left sidebar is titled 'Apps' and contains sections for 'ATLASSIAN MARKETPLACE' (with links for 'Find new apps' and 'Manage apps'), 'OAuth credentials' (marked 'BETA'), 'EMPLOYEE PERFORMANCE RATINGS' (with 'Configuration' selected), and 'FIND ATTACHMENTS' (with 'Attachment Indexation'). The main content area is titled 'Employee Performance Ratings Configuration' and features 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

Management of metrics sets

You can manage sets of metrics that you want to track within your Jira projects. This way you can variate the metrics that you want to track per project and depending on the project type.

- 1. Navigate to **Jira administration > Apps**.
- 2. On the sidebar, locate the **Employee Performance Ratings** section.
- 3. Select **Metrics**.

Once the page opens, you will see the list of metrics sets, as follows:

Jira

Your work

Projects

Filters

Dashboards

People

Apps

Create

Q Search

3

?

⚙

👤

Apps

ATLASSIAN MARKETPLACE

Find new apps

Manage apps

App requests

OAuth credentials

BETA

EMPLOYEE PERFORMANCE RATINGS

Configuration

Metrics

SMART ATTACHMENTS

Attachment Indexation

Label Management

Employee Performance Ratings Configuration

Add metric set

Set name	Metrics	Associated Projects	Default	Actions
Basic set	Work Speed Skills	SDE:SDE TR:Testing Reindexation GSDP:General Service Desk Project KP:Kanban Nextgen Project DIA:Data Inspection Analytics PWDI:Project with Deleted Tasks SD:SD KS:Kanban Standard SPT:Scrum Project Test ESDP:External Service Desk Project	☒	Edit Delete
Technical Documentation	Design and layout Structure Consistency Mistakes and typos Document Quality	NPUP:Nextgen Project User Pickers KN:Kanban Nextgen SN:Scrum Nextgen TMP:Third Migration Project SP:Scrum Project	☒	Edit Delete
Development	Code quality Development speed Bugs and issues Task accuracy	MP:Migration Project SMP:Second Migration Project TDP:Testing Default Project OSP:Old Scrum Project	☒	Edit Delete

You can perform the following operations on metrics sets:

- 1. create new metrics sets
- 2. edit the existing metrics sets
- 3. delete the no longer needed metrics sets

Creating a new metrics set

- 1. Open the list with metrics sets.
- 2. Click **Add metric set**.

3. On the opened page, enter the name of a new metrics set.

The screenshot shows the Jira 'Employee Performance Ratings Configuration' page. The sidebar on the left contains navigation links: 'Apps', 'ATLASSIAN MARKETPLACE', 'Find new apps', 'Manage apps', 'App requests', 'OAuth credentials', 'EMPLOYEE PERFORMANCE RATINGS', 'Configuration', 'Metrics' (highlighted), 'SMART ATTACHMENTS', 'Attachment Indexation', and 'Label Management'. The main content area is titled 'Employee Performance Ratings Configuration'. Under 'Metric Set Settings', there is a 'Set name' field with the value 'Support Service Metrics'. Below this is a table with three metrics:

Name	Description	Action
Response Speed	Metric which indicates how fast the support agent responded to the customer	Delete
Quality	Metric which indicates the quality of support	Delete
Effectiveness		Delete

Below the table is an 'Add metric' button. Under 'Associated Projects', there is a text description: 'Select the projects which you want to use the current metrics set. The projects that are already associated with another metrics set are not available for selection.' Below this is a 'Projects' dropdown menu showing 'Supporting Customers Project'. At the bottom of the configuration area are 'Add projects', 'Save', and 'Cancel' buttons.

4. Click **Add metric** to create new metrics. Enter names for the added metrics and provide their description if needed.
5. Select projects which should use the metrics set.
6. Click **Add projects** to associate the metrics set with selected projects.
7. Click **Save** when complete.

Editing the metrics set

1. On the list with metrics sets, locate the one which you want to edit.
2. Click **Edit**.
3. Make the appropriate modifications in the metrics set.
4. Click **Save** when complete.



All modifications in the metrics set are saved when you click **Save**. If you need to discard modifications in the metrics set, click **Cancel**.

Please consider the following:

1. When you remove a metric from the metrics set, the collected data for this metric will be removed.
2. When you de-associate the metrics set from the project, all the collected data will be removed.

Deleting the metrics set

1. On the list with metrics sets, locate the one which you want to edit.
2. Click **Delete**.
3. In the confirmation form, select **I acknowledge these points**.
4. Click **Delete**.

All the collected data for the current metrics set will be deleted.

Setting the default metrics set

1. Open the list with metrics set.
2. Locate the one which you want to make as the default metrics set.
3. Move the toggle right.

The default metrics set will be automatically applied to the newly created projects.