

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

- [About](#)
- [Assessing Work \(new issue view\)](#)
- [Assessing Work \(old issue view\)](#)
- [Viewing Metrics for Users](#)
- [Integration with Customer Portal of Jira Service Desk](#)
- [Enabling the Rate assignee button for all statuses](#)
- [Enabling the task assessment by multiple users](#)
- [Exporting ratings data to CSV](#)
- [Management of metrics sets](#)
 - [Creating a new metrics set](#)
 - [Editing the metrics set](#)
 - [Deleting the metrics set](#)
 - [Setting the default metrics set](#)

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



Add a comment...

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

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

?

Give feedback

1

...

X

Done

Done

Assignee

LS

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

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:

LS

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. The background page shows details for issue KP-31, "Prepare the product roadmap for Q1-Q2 2020".

Assess work

You are assessing work of **Larry Stenfer**

Work Quality: **9**

Speed: **8**

Skills / Efficiency: **9**

Buttons: **Submit** (blue), **Cancel** (grey)

Background Page Details:

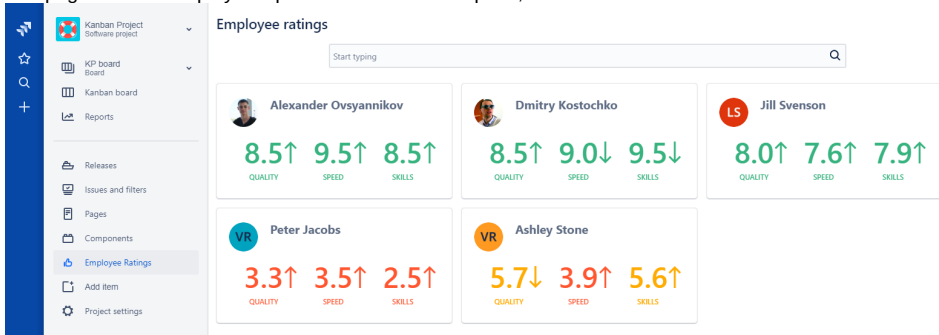
- Issue: KP-31
- Title: Prepare the product roadmap for Q1-Q2 2020
- Type: Task (checked)
- Priority: Medium
- Description: Need to have a product roadmap for Q1-Q2 2020. Please show the plans for the following activities:
 - marketing activities
 - product development
 - customer development
- Attachments: (empty)
- Activity: Comments (selected), Work log, History, Activity
- Comments: There are no comments yet on this issue.
- Right sidebar: People (Assignee, Reporter, Votes, Watchers), Dates (Created, Updated, Resolved), Agile (View on Board)

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

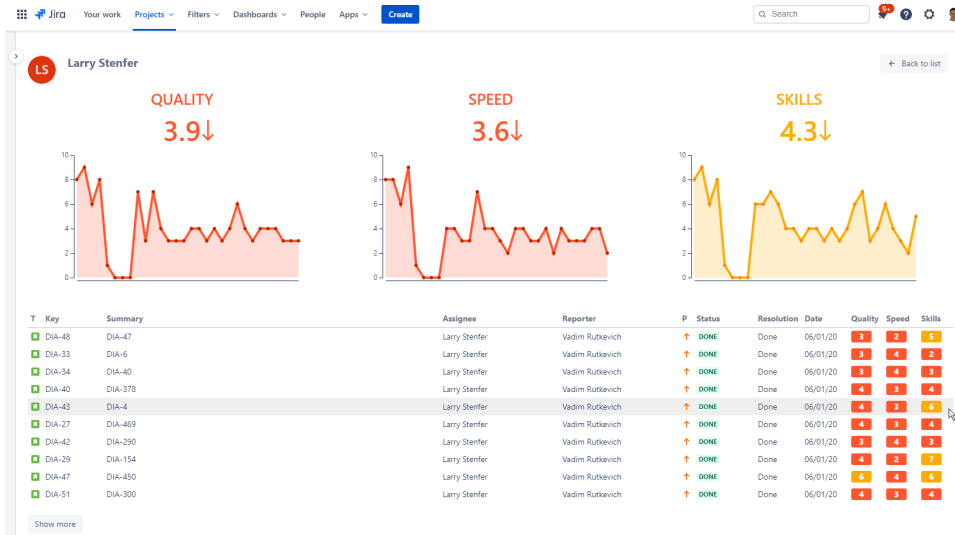
Viewing Metrics for Users

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

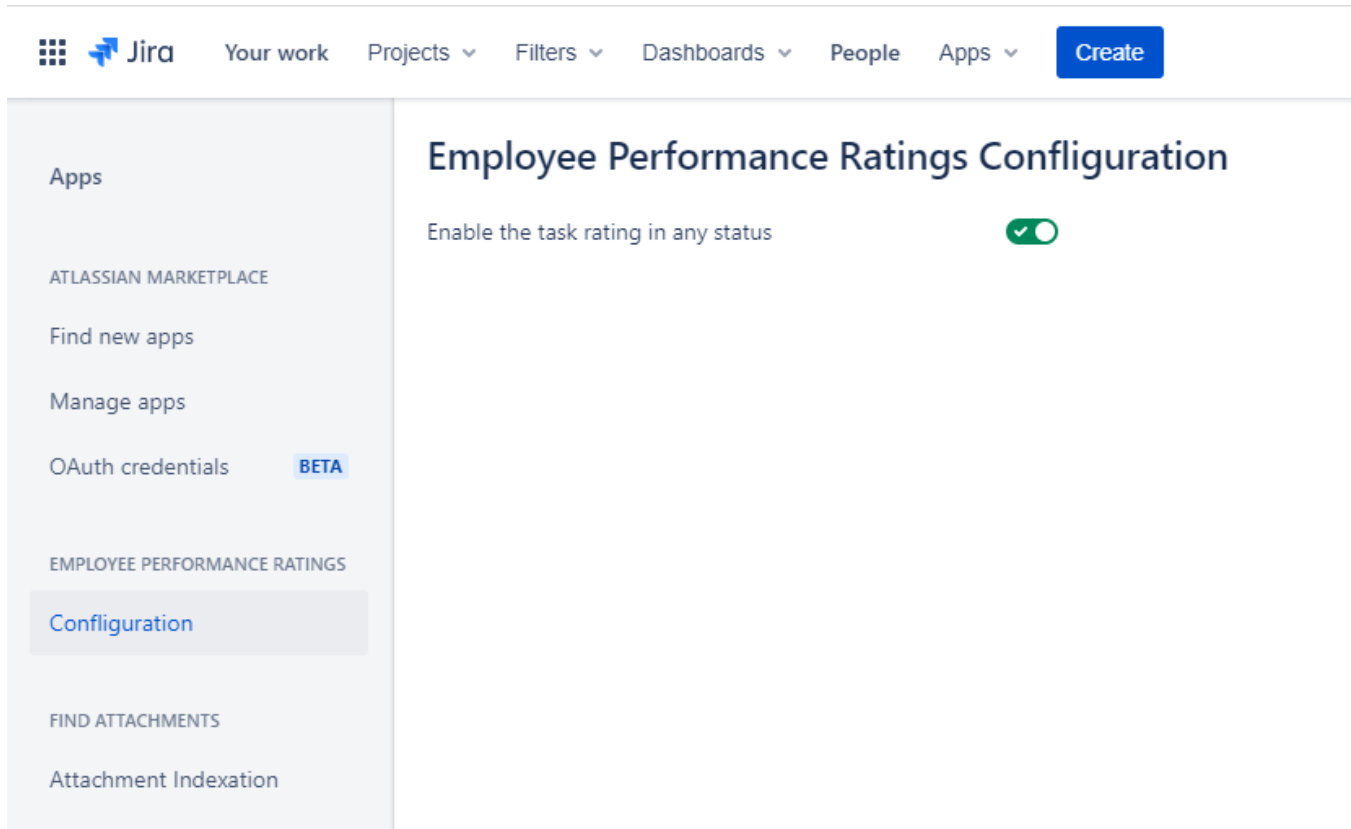
The Employee Performance Ratings app integrates with the customer portal of Jira Service Desk. This means that your customers can assess your customer support services and work of individual support agents.

The screenshot shows the Jira Customer Portal interface. At the top, there is a navigation bar with links to Help Center, External Service Desk Project, and ESDP-8. The main content area displays a request for help with customizing the theme. The request is titled "Problem with customizing the theme for the customer portal" and was raised by Peter Jacobs on Today 9:18 AM. The status is "WORK IN PROGRESS". The request type is "Report a bug". The request is shared with Peter Jacobs, the creator. The "Rate customer support" section includes sliders for Support Quality (8), Speed (10), and Skills / Efficiency (9). A "Save" button is visible at the bottom right.

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.



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.

Employee Performance Ratings Configuration

Metric Set Settings

Set name *
Support Service 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

Add metric

Associated Projects

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.

Projects

Supporting Customers Project

Add projects

Save Cancel

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.