

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

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 ?

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

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

Rate It!

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

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 an issue titled "Prepare the product roadmap for Q1-Q2 2020" with a description, attachments, and activity tabs.

Assess work

You are assessing work of **Larry Stenfer**

Work Quality: **9**

Speed: **8**

Skills / Efficiency: **9**

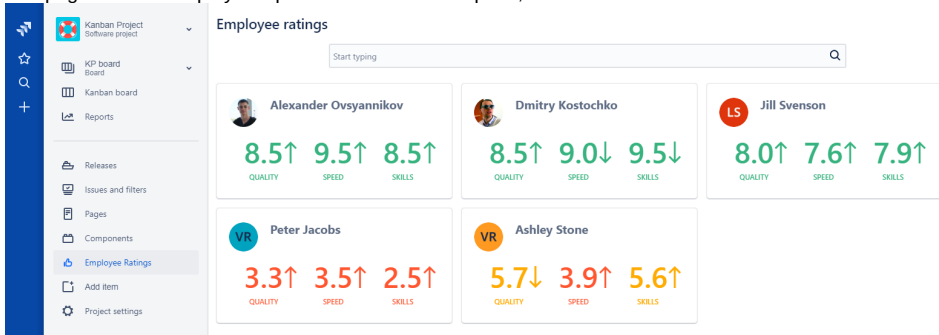
Submit **Cancel**

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

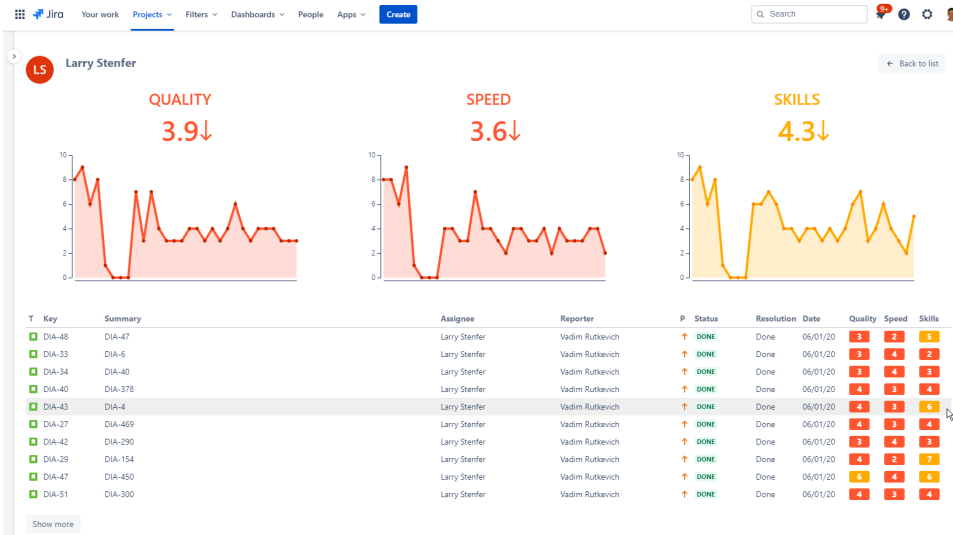
Viewing Metrics for Users

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

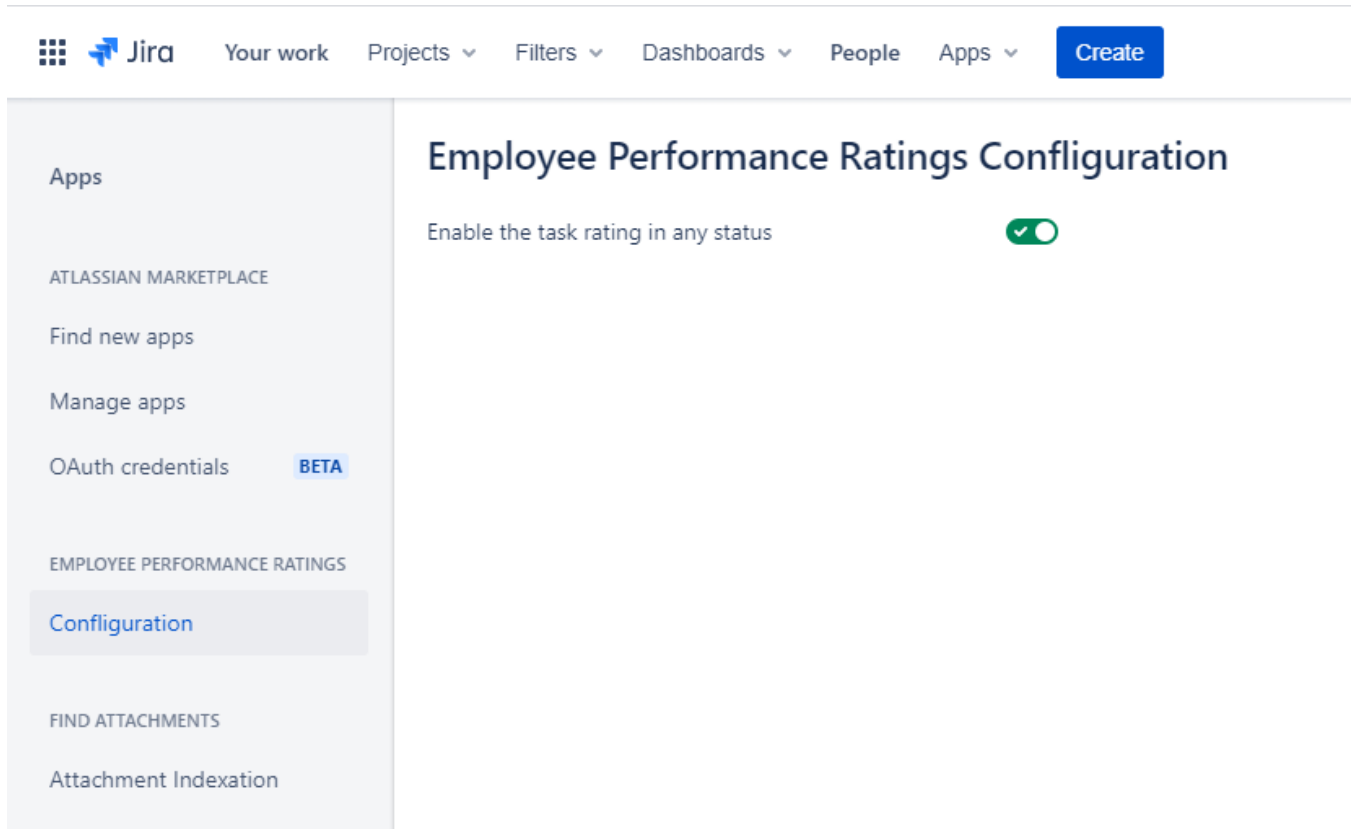
The Employee Performance Ratings app integrates with the customer portal of Jira Service Desk. This means that your customers can assess your customer support services and work of individual support agents.

The screenshot shows the Jira Customer Portal interface. The header includes links for Help Center, External Service Desk Project, and ESDP-8. The main content area displays a request titled "Problem with customizing the theme for the customer portal" raised by Peter Jacobs. The activity section shows a conversation between Peter Jacobs and Vadim Rutkevich. The right sidebar contains the status (WORK IN PROGRESS), request type (Report a bug), and a section for rating customer support with sliders for Support Quality (8), Speed (10), and Skills / Efficiency (9). A "Save" button is visible at the bottom of the rating section.

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 displays 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', 'SMART ATTACHMENTS', 'Attachment Indexation', and 'Label Management'. The 'Metrics' link is highlighted. The main content area is titled 'Employee Performance Ratings Configuration'. Under 'Metric Set Settings', the 'Set name' field is filled with 'Support Service Metrics'. Below this is a table with three metrics: 'Response Speed', 'Quality', and 'Effectiveness'. Each metric has a 'Delete' button. At the bottom, the 'Associated Projects' section shows a dropdown menu with 'Supporting Customers Project' selected. A 'Save' button is at the bottom left of the main content area.

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.