



# NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 67

Date: 3<sup>rd</sup> February 2023

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Dear «Salutation»  
Email: «Email»

We have recently made some key development updates to the system that we wanted to make you aware of.

Chris

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## New Message Rating Process:



Having completed the process of migrating all forces over to V4, we have taken onboard feedback relating to the number of messages that were being rated by the recipient and made some fundamental updates to this process.



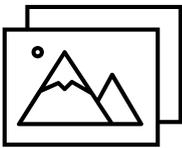
By clicking on the new  button within the message, the recipient now has the option to select whether the message was useful or not, give a star rating out of 5, select what was "good" and "not so good" about the message, and give some general system feedback. The recipient is then presented with metrics showing the overall percentage who found the message useful (based on everyone who rated the message), and the average rating out of 5.

An article explaining the new rating process in full has been added to the Members section of the Help Centre and can be viewed by [clicking here](#).

Messages that have received ratings will be highlighted in the Message Console section of the admin system. Instructions on how to access the ratings have been added to the Help Centre and can be viewed [here](#).

Any comments or feedback you have relating to this update would, as always, be very welcome.

## Image Library:



We have also made some updates to the overall management of the default image library. This is accessible in “Site Configuration” by system admins who have the required permissions.

Right clicking on each image or selecting “list view” now shows who added the image to the library and when.

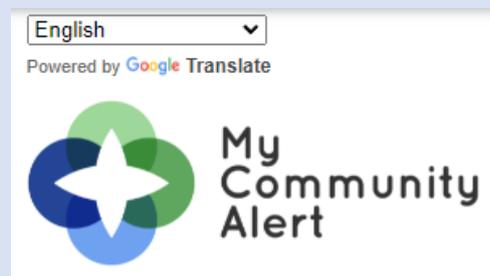
A document explaining the new features of the default image library has been added to the Help Centre and can be viewed by [clicking here](#).

**Your Actions:** Please visit the new default images section and add some corporate images to the folders for your officers to access and use.

## Google Translate:



When an admin is carrying out a survey using Rapport, a Google Translate dropdown has now been added to enable your officers to offer the survey in a number of different languages by selecting the required language from the dropdown list.



Currently this is fine for multiple choice tick box answers of course, they will update the survey instantly. However, any answers typed into free text boxes should ideally be entered in English. This may mean the officer has to complete the text entry, having deciphered what the person is describing (or using another translation tool).

As part of this development we are working on an update which will auto-detect non-English and enable the officer to click a button which will translate what they have written into English.

That concludes this update. As ever, please don't hesitate to get in touch if you have any queries.

Kind regards

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