UAB MEDICINE

successfactors™ BUSINESS EXECUTION SOFTWARE

SuccessFactors Tips

Featured Tip : Using the **Get Feedback** button

One advantage of SuccessFactors is that it uses the Organizational Chart to automatically route completed forms to the appropriate individual in the review process. This ensures that all the individuals who need to see your form automatically receive it. It also allows you to follow the flow of the form progress.

However, there may be times when you may need route the form to an individual that is not in the default SuccessFactors routing sequence. In this case, you will use the **Get Feedback** button to custom route the form to an individual that you choose. Examples for using the Get Feedback button include but are not limited to:

- You are reviewing an employee that has transferred from another department. You would like to get their previous supervisor's feedback.
- You are reviewing an employee that is also managed by another team member and would like to get his or her feedback.

Once the individual receiving the form through the **Get Feedback** button sends the form to the next step, the form continues to progress through the original routing sequence.

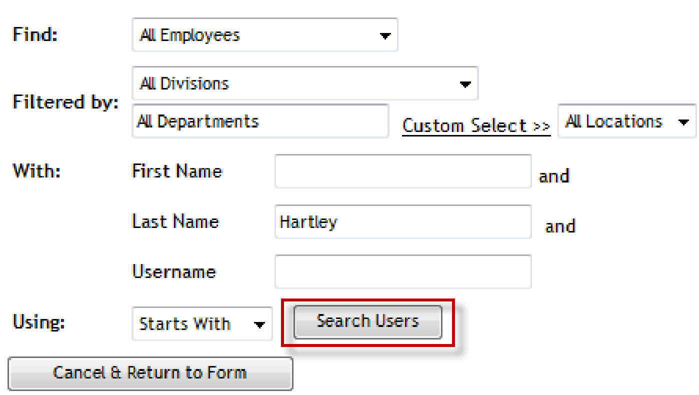
Important Note: When using the Get Feedback button anyone that is forwarded the form will also continue to have this form in his or her completed folder. They will have permission to view the finalized performance review including ALL ratings and comments. You should therefore only use the Get Feedback option with individuals that you would want to have access to the entire and completed review form.

If you want informal feedback, it is recommended that you obtain this feedback outside of the SuccessFactors system.

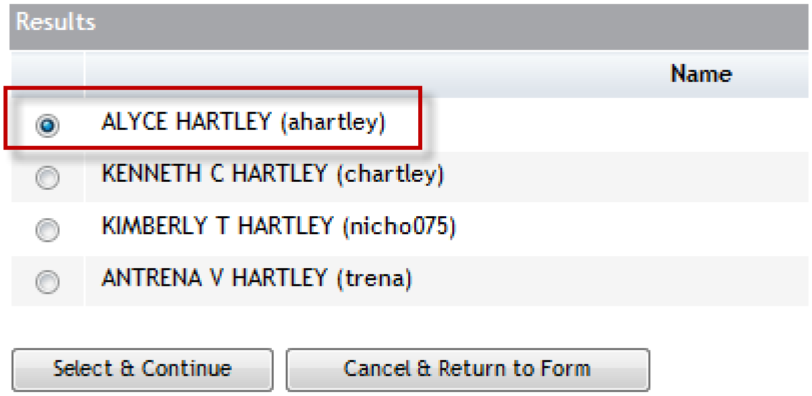
How To: **Use the Get Feedback Button**

- You can use the Get Feedback option in any form where you see the **Get Feedback** button.

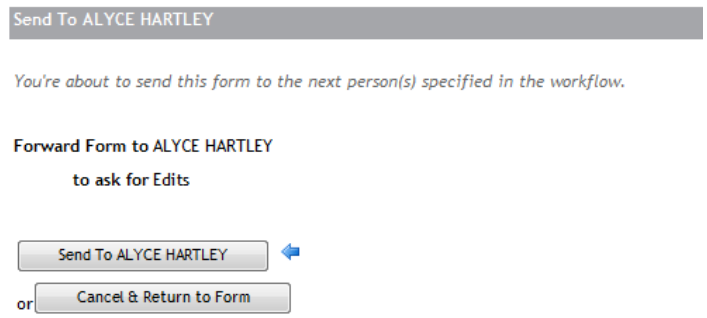
- You will then be taken to a page where you can select the individual that you would like to receive the form. Notice that you can use the *Find:* and *Filtered by:* options to narrow your search criteria. More than likely, you will know the name of the individual that you would like to provide feedback. Type this in the *With:* criteria.
- Click the **Search Users** button.



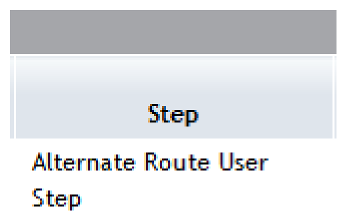
- Select the correct individual from the *Results* and click the **Select & Continue** button.



- You will be asked if you would like to forward this form to the selected person to ask for edits. Click the **Send To** button.



- When a form has been successfully forwarded, you will see that the form is in the *Alternate Route User Step* under **My Forms**.



Additional Goal Tips

- The individual selected during the **Get Feedback** process will be notified by email that they have been forwarded a form to provide feedback. They are not able to rate an individual. They are only allowed to enter comments.
- Another way to think of the **Get Feedback** button is as a detour in the routing sequence to get additional information. It never replaces the original order based on the organizational chart.
- Individuals can also use the **Get Feedback** button to send their form to a peer or mentor to review.