



# CREATIVE MATRIX

— [www.mtx-it.com](http://www.mtx-it.com) —



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## **Service and Employee Evaluation System**

A system developed to suit all activities and services, multi-questioned to collect questionnaires



# ABOUT US



**Creative Matrix** for Integrated Software Solutions was established in 2007 .

We offer you the design and development of websites, phone applications and everything related to the field of information technology for private and public companies, the business sector, educational bodies and institutions and all commercial activities .

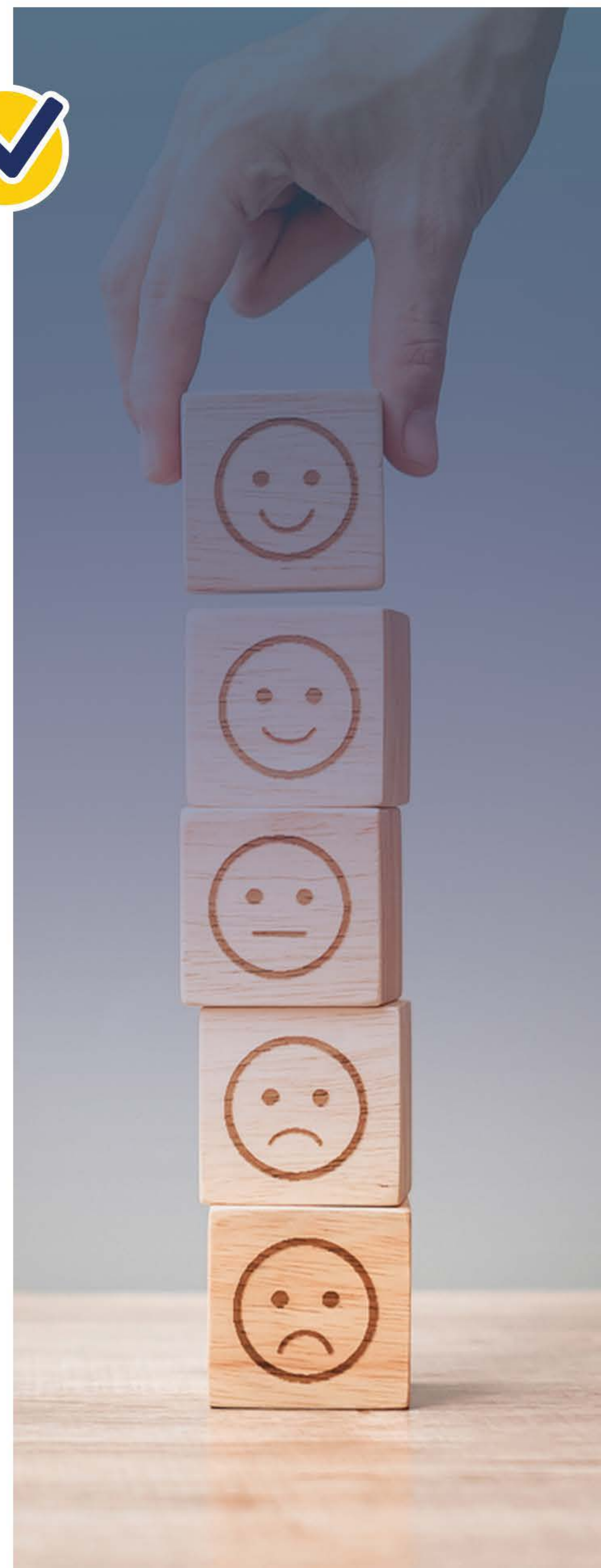


## SYSTEM EXPLANATION

Evaluation of the service or product provided is now considered one of the foundations for the survival and upgrading of the commercial or service establishment. So we have provided you with a system for evaluating services and employees, the most powerful evaluation system in the Middle East. It is an innovative electronic system for evaluating services and employees that makes you get evaluations for all your services and employees. Also, you can send your customers suggestions for development and also send complaints. The system, as an employer, enables you to obtain reports on all evaluations that take place in your organization. Or your company daily, monthly or annually, so you will be aware of everything and you are anywhere, and you can know the impression of your customers for development and improvement to get customer loyalty and new customers and be the best among your competitors.

## SYSTEM PROPERTIES

- ▶ QR appraisal
- ▶ Employee evaluation with the ability to display more than one employee
- ▶ Compatible with all activities
- ▶ Send daily reports to e-mail or mobile
- ▶ The number of questions and evaluation codes are available
- ▶ In line with most requirements in any country
- ▶ Full and fast control online
- ▶ Special screen for complaints and suggestions
- ▶ Highly accurate analysis reports
- ▶ Analytical reports via KPI





## • SYSTEM FEATURES •



**MULTIPLE QUESTIONS**



**MULTIPLE ANSWERS**



**INCLUSION OF MORE THAN ONE ADMINISTRATION**



**INCLUSION OF MORE THAN ONE EMPLOYEE**



**EVALUATION OF SPECIFIC ITEMS**



**REASONS FOR DISSATISFACTION**



**OPENING A COMPLAINT NOTE AND FOLLOWING IT UP**



**ALERTS TO BRANCH MANAGERS**



**NEWS TICKER**



**PHOTO ALBUM**



**POLL**



**SEND SUGGESTION**



**REPORT DESIGN**



**DETAILED REPORTS**



**RATING VIA QR**



**RATING VIA LINKS**



**MULTIPLE BRANCHES AND USERS**



**CONNECT WITH MULTIPLE SALES SYSTEMS**



**IT WORKS ONLINE OR WITHOUT THE INTERNET**



# BENEFITS OF THE SYSTEM FOR EMPLOYEES

<b>improve spirit for workers</b>	The feeling of employees that their effort in performing their work is appreciated by the management, which creates an atmosphere of understanding and good relations between all, and the adoption of promotion and bonuses on an objective and fair evaluation of performance that pushes everyone to work with satisfaction and emotional readiness, which helps them to increase and improve production.
<b>Employees feel their responsibilities</b>	When an individual feels that his performance is appreciated, he will do his best to do his job to the fullest.
<b>Warranty Method</b>	Fairness of treatment, as the existence of standards and a means to ensure that the evaluation is consistent, makes the individual feel satisfied with the amount of reward and promotion that he has obtained.
<b>Management on Superiors</b>	The evaluation process makes management able to monitor superiors and evaluate their directive and supervisory capabilities, and from here determines the nature of superiors' treatment of their subordinates and the extent to which they are taken from the directives provided by their superiors.
<b>Evaluation of selection policies and training</b>	Where the evaluation of the policies of the evaluation process is a test to judge the success of the methods used in selection and training, and you will know whether your employees need training or not based on customer opinions.
<b>Availability of evaluation results feed back</b>	Where the individual knows the availability of results through which the reality of his performance with its positives and negatives, and because of the knowledge that his future career is linked to these results, he has a desire to develop and improve his performance.
<b>The employee's knowledge of his level of service</b>	The employee will know about the level of his services and whether they were good or not, which will make the employee feel better until he gets customer satisfaction with his services.

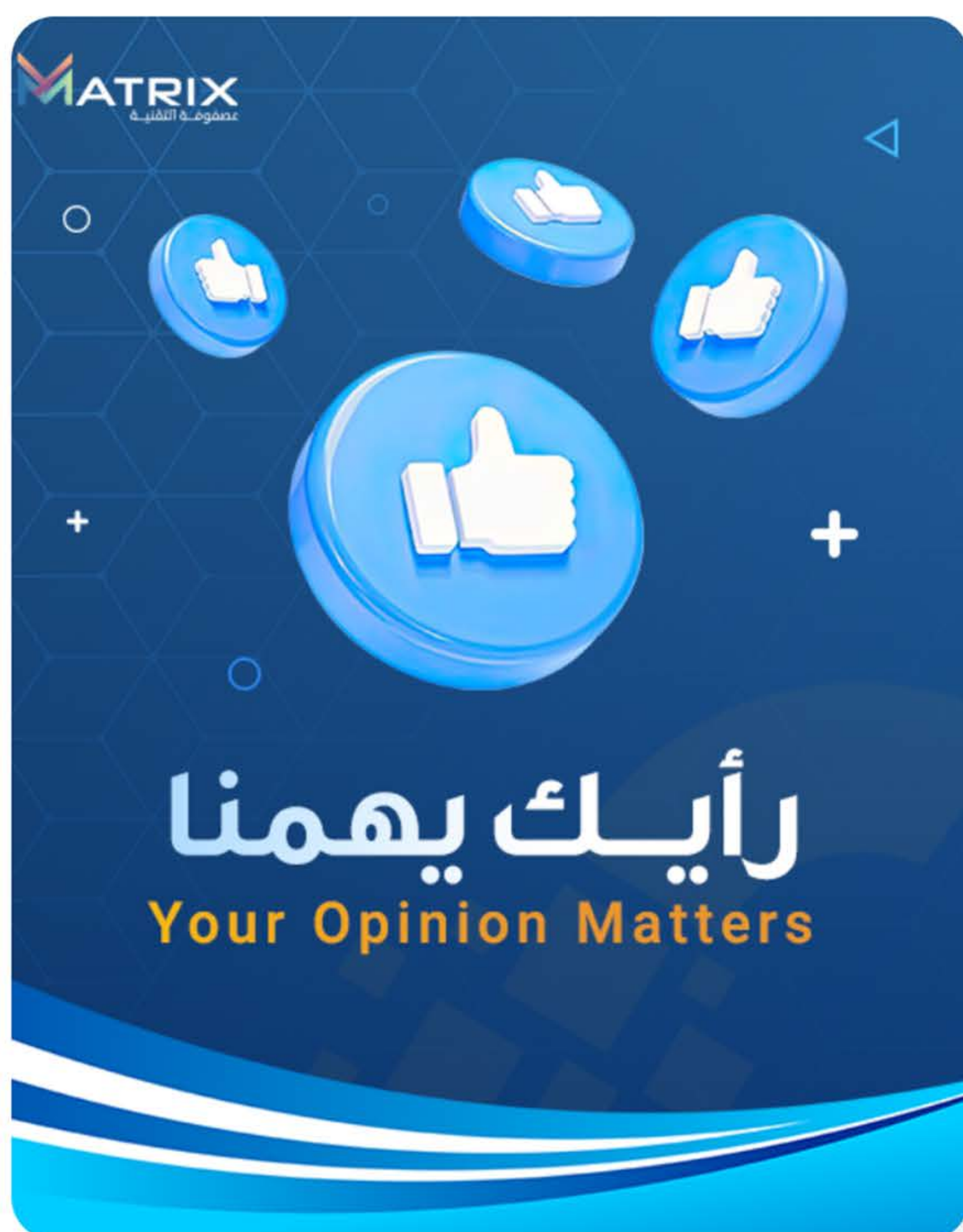




## SYSTEM STYLE

### EVALUATE A PRODUCT OR SERVICE

YOU CAN PUT ALL THE SERVICES YOU PROVIDE TO YOUR  
CUSTOMERS AND KNOW THEIR OPINIONS ABOUT THEM  
AND THE QUESTIONS YOU WANT ANSWERED ABOUT  
THESE SERVICES



Please select the language

Arabic

English

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MATRIX




## SYSTEM STYLE


### EMPLOYEE EVALUATION

YOU CAN PUT ALL YOUR EMPLOYEES WITH THEIR NAMES AND PICTURES AND KNOW THE LEVEL OF SERVICES THEY PROVIDE TO YOUR CUSTOMERS AND THE QUESTIONS YOU WANT ANSWERED ABOUT YOUR EMPLOYEES.

+966553936659

MATRIX  
مصفوفة التقنية


B1-Device (B1)





15


< You haven't answered yet >


How satisfied are you with the event

  
not satisfied

  
acceptable


  
good

  
very good

  
Satisfied

Send

Make a Note

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# SYSTEM STYLE

## SUBMIT COMPLAINTS AND SEND SUGGESTIONS

YOU CAN KNOW THE COMPLAINTS OF YOUR CUSTOMERS AND THE SUGGESTIONS THEY WANT FOR IMPROVEMENT AND DEVELOPMENT, SO YOU CAN KNOW THE REQUIREMENTS OF YOUR CUSTOMERS.

Complaints Settings

Complaints Settings -

Complaints Settings

Complaints Status

Danger Degrees

Complaints Sorts

Number	Status Arabic Name	Status English Name	Status
5	مغلق	Closed	Enabled
3	جاري المعالجة	Processing	Enabled
1	جديد	New	Enabled

Showing 1 To 3 Of 3 Entries

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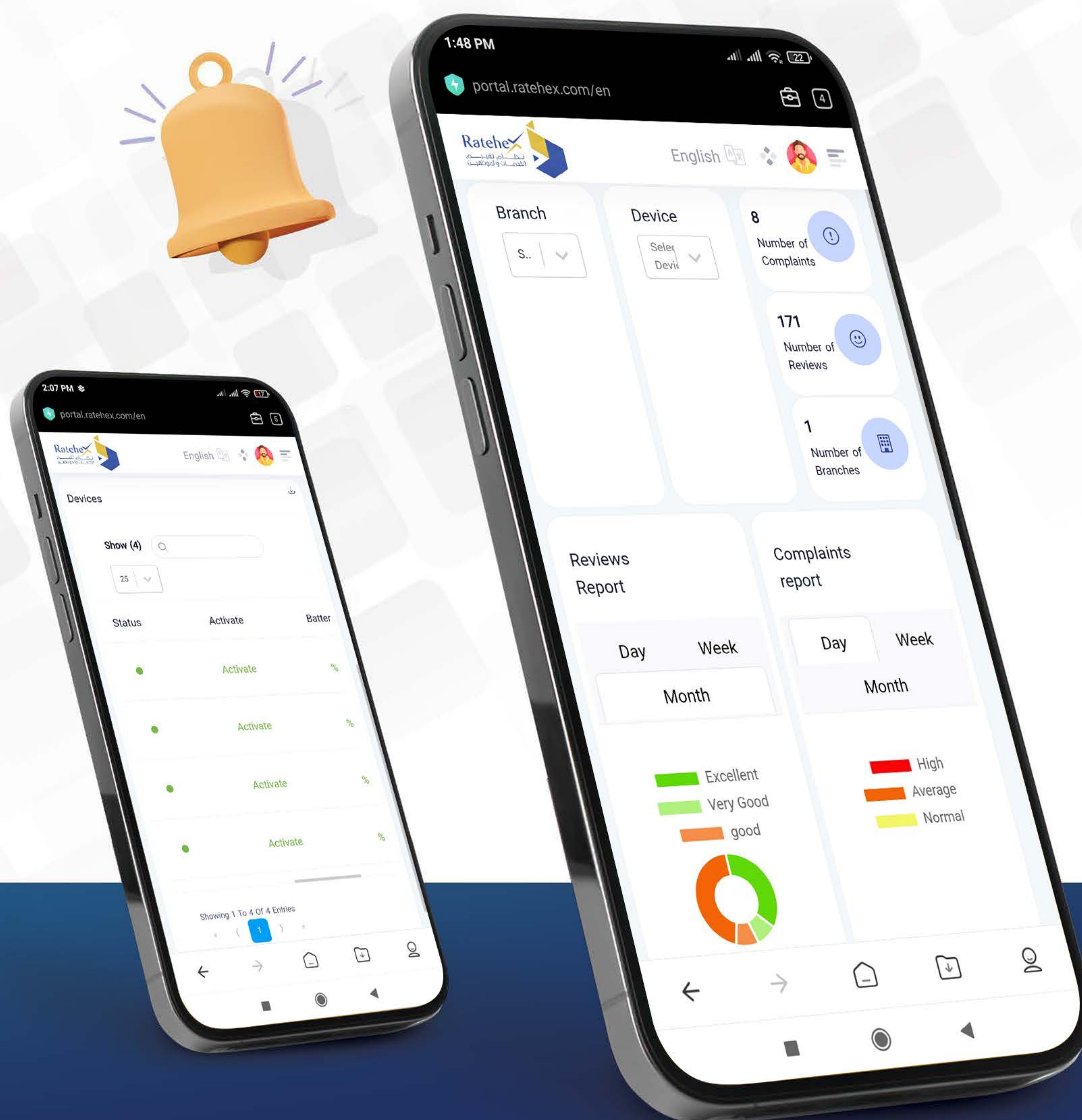
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# RATING REPORTS

YOU CAN KNOW ALL THE EVALUATIONS AND ALL THE COMPLAINTS AND SUGGESTIONS ON YOUR PHONE AND YOU ARE ANYWHERE AND THEREFORE YOU WILL BE FULLY AWARE OF EVERYTHING THAT IS GOING ON IN YOUR COMPANY OR YOUR SERVICE OR COMMERCIAL ORGANIZATION WHERE REPORTS ARE SENT TO YOU DAILY, WEEKLY, MONTHLY OR ANNUALLY.





# HOW TO USE THE SYSTEM?

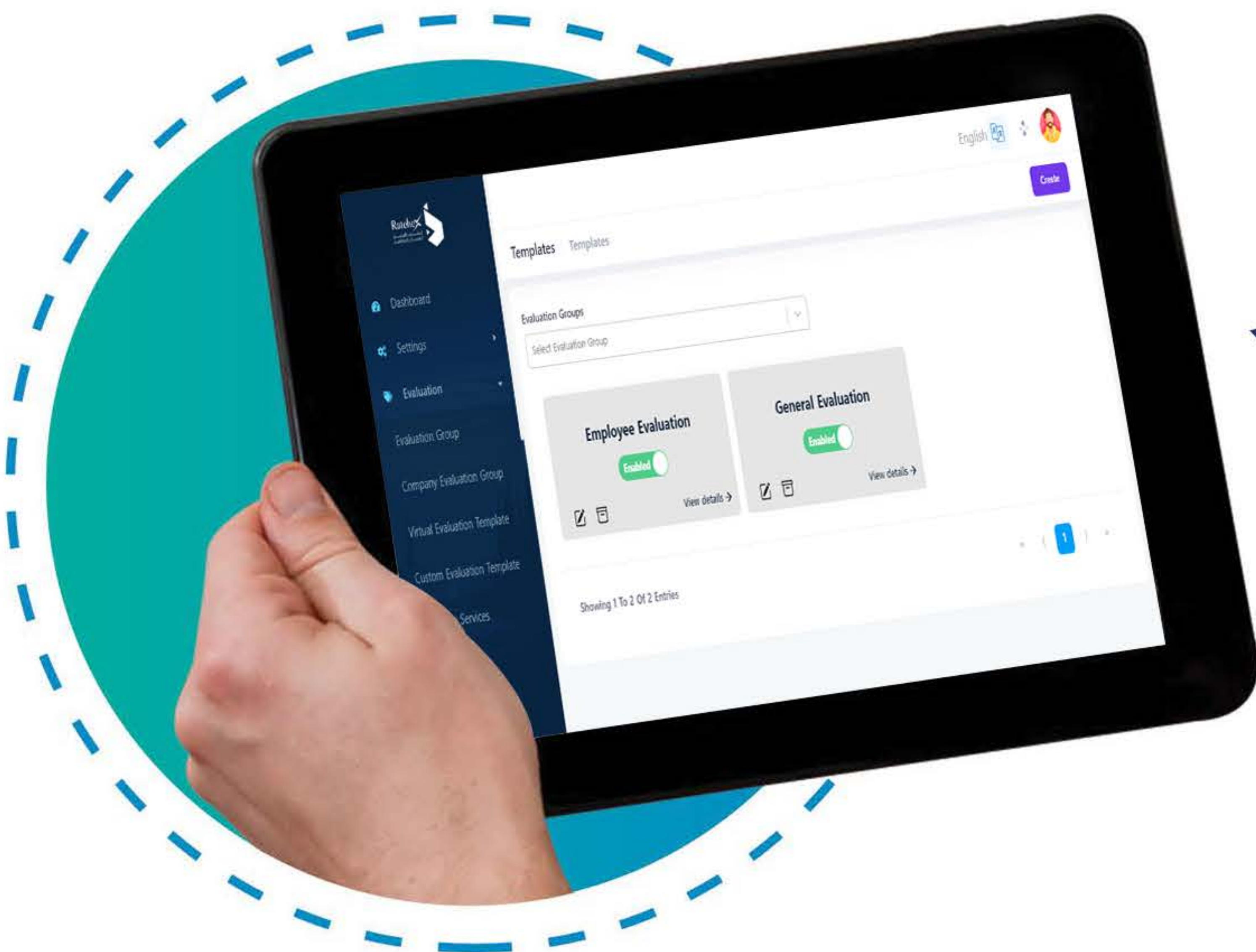
## USING THE SYSTEM IN THE FIRST WAY :

- ★ THE SYSTEM CAN BE DISPLAYED ON A STAND PROVIDED BY US.
- ★ THE SHAPE OF THE STAND IS DIVIDED INTO TWO FORMS (IRON - WOOD) ACCORDING TO YOUR DESIRE TO CHOOSE, AS IT CAN BE PLACED IN ANY PLACE SUITABLE FOR YOUR CUSTOMERS TO EVALUATE ALL THE SERVICES YOU PROVIDE AND YOUR EMPLOYEES.



## USING THE SYSTEM IN THE SECOND WAY :

- ★ THE SYSTEM CAN BE DISPLAYED ON YOUR TABLET OR WE CAN PROVIDE A TABLET FOR YOU WHERE YOUR CUSTOMERS CAN EVALUATE ALL YOUR SERVICES AND EMPLOYEES USING THE TABLET WHILE THEY ARE ANYWHERE.





# OUR CLIENTS



LEARN MORE ABOUT  
SUCCESS PARTNERS ...→







## ***TO CONTACT US:***

TO SUBSCRIBE TO THE RATEHEX SYSTEM AND  
FOR MORE INQUIRIES, PLEASE CONTACT US VIA:

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- Almasa center - office No. 10

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