

# NRC Health Release Notes

## July 27 Release

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As promised in the last Release Notes (July 13), we have a very quick turn around with a couple of small, but exciting, enhancements added today (July 27). Most significantly, we have made improvements to the Trend Report and the Feedback Report. As was the case with the last two updates, these enhancements are **only available to users utilizing the new portal**.

You can learn more about the new features in the supplemental “July 27 Updates” PDF.

Bucket	Enhancement(s)
Trend Report	<ul style="list-style-type: none"> <li>• Defaults to percent positive or NPS score</li> <li>• Trend By Month or Quarter Option</li> <li>• Add Target Line (Benchmark or Goal)</li> <li>• Export all questions to PDF</li> </ul>
Feedback Report	<ul style="list-style-type: none"> <li>• Added Word Search Capability</li> <li>• Default to Comments By Response Date (and sorting for Response Date)</li> <li>• Show All Comments in Portal (previously most recent 100 were displayed)</li> <li>• Paging Introduced for Faster Load Time</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Reset Button Added to Filters</li> <li>• Ability to ask multiple questions behind a skip question (to be released by early August) – <b><i>if this is a change you would like to learn more about or make to your survey, please contact your customer success team.</i></b></li> <li>• Natural Language Processing (NLP) Algorithm Improvements</li> <li>• Performance enhancements for faster running reports</li> </ul>

## What Is Next?

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To give us a chance to work on more significant enhancements our next release for Real-time will be at the end of September. Between now and then we will be hard at work on a number of new features including:

1. **Significant updates to the Service Recovery Process** – *please note these may not be complete by the September Release, but will be a focus for us during this time*
2. Migration of Administration features to New Portal, and sunset of old Portal
3. **Magnet Reporting**
4. **Analyst Corner Extracts** – Updating performance and flexibility of extracts
5. **Preference-based outreach** – allowing us to reach out to the respondent with their preferred mode
6. **Configurable Call Window Times**

Our next update will be Release notes with the September release but please feel free to reach out to us via the “Feedback” section of the site anytime.

Regards,

Your NRC Health Product Team

**NRC Health**

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