Introduction to Relationwise TV

The following is a guide to Relationwise's TV Dashboard. The Dashboard makes your results visible in the company and works as a motivator for both employees and management.

The TV can, for example, be mounted in the canteen or by the entrance and can be installed so that what is shown fits your needs. The screen can show daily, weekly or monthly feedback as well as your overall NPS score and overview of dissatisfied, as well as satisfied and passively satisfied customers.

We have produced a small setup guide that describes how the TV Dashboard can be installed quickly and easily.

Give your team the opportunity to celebrate every time a detractor becomes a promoter.

See the customer's latest and previous scores and comments.
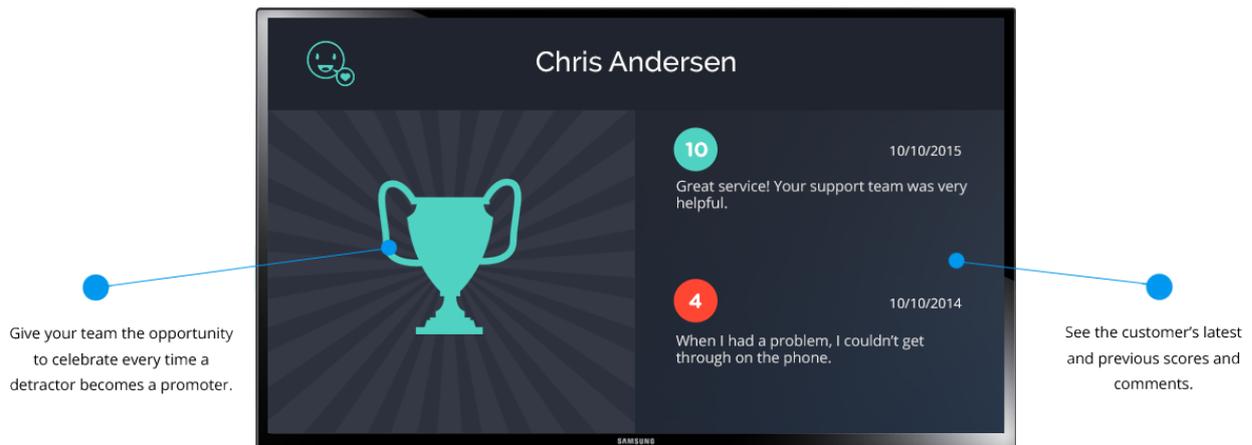
Before the TV Dashboard gets installed you will, together with Relationwise, decide how the pages for your TV Dashboard should look. You decide which variables you want to view and whether you want to see your results from the last 3, 6 or 12 months and so on. When all pages have been set up a TV link is generated and sent via email.

Equipment

- **A TV screen:** There are no specific requirements for the monitor other than it needs to be HD ready and have a resolution of 1080 and an HDMI port.
- **An ASUS Chromebox:** A Chromebox is a mini computer, which shows the Dashboard in a browser and connects to the TV via an HDMI cable. *(In Denmark the ASUS Chromebox can be ordered here)*
- **Wireless mouse and keyboard**
  (In Denmark these can be ordered here)
- **An HDMI cable**
  (In Denmark this can be ordered here)
- **An internet connection:** Either wired or wireless.

Setup guide

1. Connect the screen: The TV screen will be connected to the Chromebox via an HDMI cable. After you have connected these you plug in the power cable, keyboard and mouse to the Chromebox.
2. Turn on the Chromebox and sign up or log into a Google account. You should not log in as a guest user.
3. Start Chrome and go to www.google.com
4. Search for "Chrome keep awake extension" and choose the first result on the list: "Keep Awake – Chrome Web Store – Google".
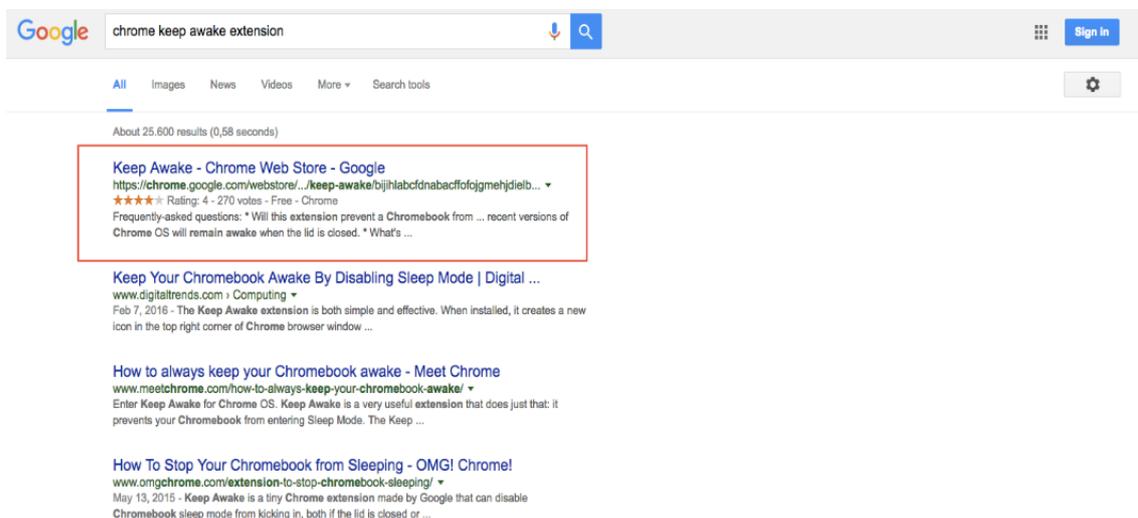
5. Click "+ ADD TO CHROME" to install.
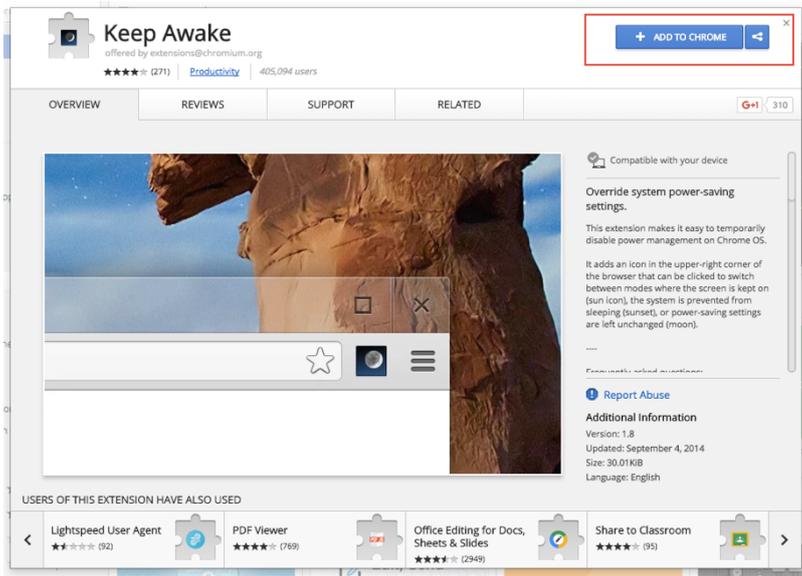
6. Click on the "keep awake" icon in the top right corner and change from night to sunlight. You have now ensured that your Chromebox doesn't go into sleep mode during the day.
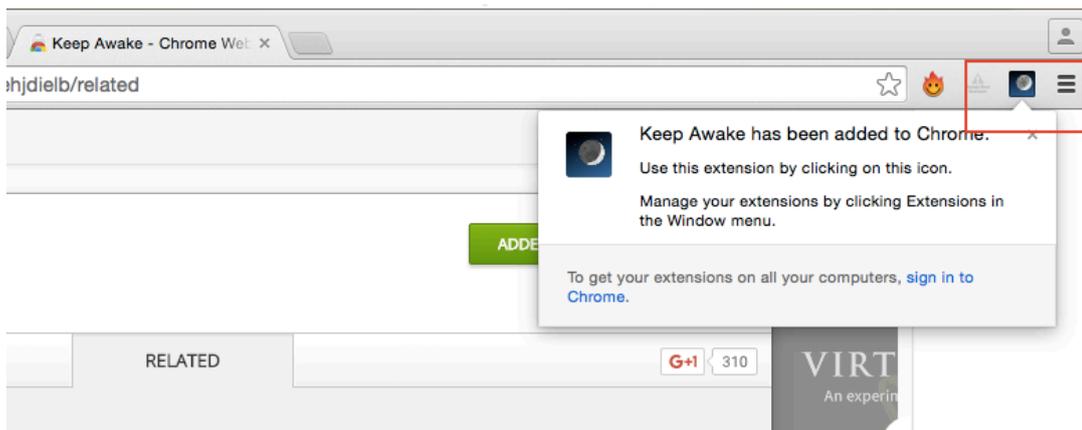
7. Write your personal TV URL in the address bar at the top. You will receive this information from Relationwise.

![relation wise logo]

8. In Chrome settings under "Zoom" you can choose full screen.

9. Lastly check that your TV does not have an automatic sleep function

Your NPS results will now be shown on the screen.
Enjoy!