

MARKETPLACE APP · SCHEDULING

Shift Feedback

Collect and manage feedback from employees about their shift experiences.

Updated July 2026

MODEL	TIER	CAPABILITIES	INTELLIGENCE
Licensed · opt-in	Suite	34+	AI-powered

OVERVIEW

Shift Feedback asks employees for a quick rating right after they check out, tied to that shift and attendance record — 1–5 stars, an optional tag like 'understaffed' or 'good team', and a comment, not a generic survey dropped into their inbox. Anonymous submissions are supported and stay anonymous everywhere they're viewed, including by admins and by Ask AI.

Every submission notifies managers right away, with a separate alert when the rating is low, so a bad shift doesn't sit unnoticed. On the dashboard, eight weeks of ratings are tracked for declining trends and rising negative tags, surfaced the moment a manager checks in instead of waiting on a manual report.

Ask AI can summarize those trends, pull up one submission, or list an employee's own feedback history in plain English, so reviewing sentiment doesn't mean building a report first. Every rating feeds Mango Signal, MangoApps' cross-app workforce sentiment layer.

WHY TEAMS CHOOSE IT

- Capture how every shift really went with a quick 1-to-5 rating, a tag, and an optional comment.
- Prompt employees automatically after checkout, with reminders for shifts they haven't rated yet.
- Let people speak up anonymously so you hear the honest signal, not just the safe one.
- Ask AI for feedback trends, low-rating hot spots, and your own history in plain English.
- Catch problems early with trend alerts on the dashboard when ratings decline or negative tags spike.
- Give managers a filterable dashboard and CSV export to act on shift sentiment by team, location, and date.

CAPABILITIES

Feedback Collection

- ✓ Post-shift rating on a 1–5 star scale
- ✓ Optional written comment with each submission
- ✓ Predefined and employee-added tags on each submission
- ✓ Anonymous submission option (admin-controlled)
- ✓ Feedback window opens automatically after checkout
- ✓ Ad-hoc / unscheduled shift feedback (off by default)
- ✓ Early-checkout feedback (off by default)
- ✓ Automatic reminders to employees with unrated shifts
- ✓ Edit a submission within 24 hours
- ✓ One submission per shift (duplicate guard)

AI Insights & Trends

- ✓ Ask AI agent: feedback trends & statistics in chat
- ✓ Agent filters by period, rating range, and tag
- ✓ Personal feedback-history query via Ask AI
- ✓ 8-week rating-trend analysis with decline detection
- ✓ Rating-decline and low-rating trend alerts on the dashboard
- ✓ Rising negative-tag detection with recommendations
- ✓ Admin toggle to disable the AI agent per business

Manager Review & Alerts

- ✓ All-feedback dashboard with rating / location / date filters
- ✓ Drill into an individual feedback detail view
- ✓ Related feedback from the same shift shown alongside
- ✓ Real-time low-rating alerts to managers
- ✓ New-feedback notifications to managers
- ✓ Location- and reporting-chain-scoped visibility

Tags & Configuration

- ✓ 9 built-in shift-experience tags
- ✓ Enable / disable the tag feature per business
- ✓ Employee-added custom tags (admin-enabled, max 50 chars)
- ✓ Require-rating toggle for submissions
- ✓ Configurable low-rating alert threshold

Reporting, Export & Access

- ✓ Summary stats: total, average rating, high/low counts
- ✓ 30-day response rate against completed shifts
- ✓ Unique employee contributor count
- ✓ CSV export (admin-gated)
- ✓ Web and mobile-web submission
- ✓ REST API: submit, list, update, and list eligible shifts

Limits & Specs

Rating scale	1–5 stars
Eligible shifts per employee	3 by default (admin-selectable: 1, 2, 3, 5, or 10)
Feedback window	1 week default (admin-selectable: 24 hours – 2 weeks)
Built-in feedback tags	9 (busy, calm, stressful, understaffed, well_managed, equipment_issues, technical_problems, good_team, difficult_customers)
Low-rating alert threshold	2 stars by default (admin-selectable: 1–3)
Reminder frequency	Every 24, 48, or 72 hours
Submission edit window	24 hours after submitting (API)

USE CASES

- **Post-shift check-in**

After checking out, employees submit a quick rating, a tag, and an optional comment — prompted automatically, with a reminder if they haven't yet.

- **Catch a bad trend early**

Trend alerts on the dashboard flag when average ratings decline for several weeks or a negative tag like 'understaffed' starts spiking, so you act before it becomes turnover.

- **Find the shifts that need attention**

Managers filter the dashboard by low ratings, location, and date to pinpoint the shifts or sites with recurring problems.

- **Understand the why behind ratings**

Tags categorize each shift (busy, stressful, equipment issues, good team) so you can see which themes are driving sentiment, not just the score.

- **Ask AI for the summary**

Instead of building a report, ask the Shift Feedback agent for this month's average, rating distribution, and top tags in plain English.

PRICING & LICENSING

Pricing

License required (per-tenant opt-in)

License

Required (opt-in per business)

Tier

Suite

Pricing is tailored to your organization — [talk to sales for pricing & a live demo](#). Final commercial terms per your agreement.

FAQ

When and how is shift feedback collected?

Employees submit feedback after they check out from a completed shift. Each submission is tied to that shift's attendance record. Admins set how many recent shifts are eligible (default 3) and how long the window stays open after checkout (default 1 week). If reminders are on, employees who completed a shift but haven't rated it get a nudge every 24, 48, or 72 hours.

Is feedback anonymous?

Employees can submit anonymously when an admin has enabled the option (on by default). Anonymous submissions are never attributed to the person anywhere — the dashboard, the detail view, and the Ask AI agent all show 'Anonymous' even to managers and admins. If the admin disables the option, submissions are attributed to the employee.

What can the AI agent do?

Through Ask AI, the Shift Feedback agent lists submissions (filtered by period, rating range, or tag), returns details for a specific entry, produces aggregated trends and statistics, and pulls up your own feedback history. Browsing other people's feedback is manager/admin-only — regular users can only see their own history and summaries. An admin can turn the agent off per business.

What are feedback tags, and can we add our own?

Tags are short shift-experience labels — busy, calm, stressful, understaffed, well managed, equipment issues, technical problems, good team, difficult customers. There are 9 built in. An admin can turn tags off entirely, and can enable custom tags so an employee can type their own label (up to 50 characters) on a submission when the built-in set doesn't fit.

Can managers respond to a submission?

There's no back-and-forth reply thread on a submission. Instead, managers act on feedback: they get real-time alerts for low ratings and new submissions, browse everything on a filterable dashboard, drill into any entry, and see related feedback from the same shift. Trend alerts on the dashboard flag rating declines and rising negative tags, so a manager sees the pattern without building a report.

What are the limits?

Ratings are 1–5 stars. Admins choose how many recent shifts are eligible (1, 2, 3, 5, or 10; default 3) and the submission window (24 hours to 2 weeks; default 1 week). The low-rating alert threshold is configurable (1–3 stars; default 2). A submission can be edited within 24 hours via the API. Export is CSV.

How is Shift Feedback licensed and priced?

Shift Feedback requires a license and is opt-in per tenant — an administrator enables it for your business from the Apps Marketplace, and it's disabled by default until then. Contact your MangoApps administrator about turning it on for your organization.

What's the difference between Shift Feedback and Surveys?

Surveys is a separate app for periodic engagement surveys and pulse checks that you design and distribute to a broad audience. Shift Feedback is purpose-built for the frontline moment: it's a fixed, quick check-in (rating, tag, comment) automatically tied to a specific completed shift and attendance record and prompted right after checkout — so you measure the shift experience continuously rather than running a campaign. Every submission also feeds Mango Signal, MangoApps' cross-app workforce sentiment layer, alongside Surveys and other signals — anonymous submissions feed in without identifying the submitter.