

HappyorNot kiosks make their way to DHS offices

In the coming weeks, DHS staff and visitors will be seeing kiosks adorned with smiley faces around the Human Services Building and other DHS offices. These HappyorNot kiosks are a “point of experience” satisfaction or customer experience solution, designed to get feedback as close as possible to the actual point of the encounter. Kiosk users will express their satisfaction with an event or service by pressing one of four smiley faces ranging from very happy to very unhappy. Once a button is pressed, the response is instantly sent to a cloud-based reporting system that will allow for in-depth analysis of all responses.

The kiosks are currently being piloted internally, and will be used in the coming months to examine satisfaction with Summer food sites, Allegheny Link, family support centers, community events, or senior centers to name a few opportunities. Staff who have suggestions on where the HappyorNot kiosks may be used should contact Mike Mitchell at mike.mitchell@alleghenycounty.us.