

How to edit a post chat survey

Add a post chat survey interaction and choose a survey by clicking Behaviour. In the drop-down Survey ID select a survey from the available options to add to the interaction. The drop down is populated by surveys created in Puzzel Insight / Survey Management. The survey must have "Status: Active" to work.

The screenshot shows the configuration interface for a post chat survey. At the top, there are three tabs: 'Interaction Name' (Post chat survey), 'Interaction Type' (render), and 'Description' (Post chat survey template). The main area is split into two panes. The left pane shows a preview of the survey with the title 'Thumbs up or thumbs down?' and the question 'How would you rate your overall satisfaction with the [support/service] you received?'. Below the question are two thumbs icons (red thumbs down and green thumbs up) and a 'Complete Survey' button. The right pane is titled 'Survey Behaviour' and contains the following settings: 'Survey ID' is set to 'Chat survey' (highlighted with a red box), 'Embedded' is checked, 'On complete event' is set to 'load interaction', and 'Target interaction' is set to 'Post chat template'. At the bottom left, there is a 'Zoom' control set to 80%. At the bottom right, there are 'Cancel' and 'Save' buttons.