

## Survey Results in Archive

If you want to see your company's SMS Survey and Chat Survey results in the Archive, this can be turned on by Puzzel support. If an SMS Survey or a Chat Survey is offered to the customer, the question, the score and the comment (if available) will be shown in a tab called Survey.

Home Page > Archive > Search

### Search ?

▼ Search criteria

Yesterday Last week Basic Advanced

Type: Chat

Time period\*: 06-11-2017 00:00 to 14-01-2018 24:00

Chatter's Name/Email:

Access Points:

Queues:

Agents:

Speak Time (seconds): 0 to 999999

Recording time (seconds): 0 to 999999

Time before answer (seconds): 0 to 999999

Service Numbers:

Country:

Supervisor Tags:

Categories:

Topics:

Answer Status: <All>

Enquiry registration comment:

Survey Score: 5

Survey Comment(s):

Hung up First:

Variable Name:

Variable Value:

Silent Monitored by:

**Search** Search completed. 8 records found

Start	Access Point	Speak Time	Chatter's Email (id)	Chatter's Name	Time before answer	Agent(s)	Select
▼ 09.11.2017 10:18	Chat_10009_q_ch...	0:30	petter@smart.com	Petter Smart	0:03	Paal agent	<input type="checkbox"/>
<div>General Information Chat Enquiry Registration <b>Survey</b></div>							
Time	Question (Message(s) sent)	Score	Comment				
09.11.2017 10:18:17	Please help us improve our service by rating this chat.	5					
09.11.2017 10:19:18							
▶ 13.11.2017 13:46	Chat_10009_q_ch...	1:14	Paal@mail.com	Paal	0:08	Christian Thorsrud	<input type="checkbox"/>

The question will be shown, and if an answer is received, the answer will be shown.

- For **Chat Survey**, the customer might provide a score and/or a comment, so we show 1 row for the question and a 2nd row for the answer, if received.
- For **SMS Survey**, we expect an answer with a score, and if a Follow-up question is configured for that score and sent, this will be shown. If an answer to such a follow-up question is received, this will also be shown. We will therefore show 1-4 rows
- For a new **Insight Survey** that might have several questions and answers, there might be several rows in the Survey tab.

Relevant search fields under Advanced search are:

- **Survey score:** You can enter a number (e.g. 10) or a range (e.g. 0-2)
- **Survey comment:** Enter a text and use \* as wildcard, e.g. \*bad\*

To list all callers/chatters for a day where any Survey comment is received, search for All calls/Chats with Survey Comment = \*.