

Result

All results from the Survey are found in the result accordion. The list is searchable by date, agent, queue name and score. If you have defined several user groups, this is also specified (Team). Instead of having the results from a Survey shown only on screen, it is possible to download the results directly to an XLSX file.

The screenshot shows a web interface for viewing survey results. At the top, there is a 'Result' header with a help icon. Below it are search filters for 'Time period*' (04-01-2018 00:00 to 04-01-2019 24:00), 'Queues' (None), 'Agents' (None), and 'Scores' (None). There are 'Search' and 'Search and download' buttons. The main area contains a table with the following columns: Date, Phonenumber, Agent, Queue, Team, Score, Comment, Follow up answer, ventetid, samtaletid, lastCall, parameter4, parameter5, and Address. The table lists 10 records with dates ranging from 28.06.2018 to 14.08.2018. At the bottom, there is a 'Go to page' input, a pagination control showing '1 2 3 4 5 6 7 > >|', and a 'Records per page' dropdown set to 10.

Date	Phonenumber	Agent	Queue	Team	Score	Comment	Follow up answer	ventetid	samtaletid	lastCall	parameter4	parameter5	Address
14.08.2018 11:15:58	+479						-	01:12:50	01:12:50	14.08.2018 11:15:58	value4	value5	-
14.08.2018 11:01:28	+479						-	01:12:50	01:12:50				-
14.08.2018 10:59:01	+479						-	01:12:50	01:12:50				-
13.08.2018 10:31:05	+479						-	01:12:50	01:12:50				-
13.08.2018 09:51:52	+479						-	01:12:50	01:12:50				-
31.07.2018 10:33:53	+479						-	01:12:50	01:12:50				-
28.06.2018 14:44:04	+479						-						-
28.06.2018 14:17:02	+479						-						-
28.06.2018 14:04:47	+479						-						-
28.06.2018 13:25:46	+479						-	01:12:50	01:12:50				-

The score is added to the Score column. For replies where the caller has written something else or something in addition to a score, this is added to the column Comment. If a follow-up message is sent and the caller replies to this message, this will appear in the column Follow-up answer.

Anonymization and storage time

- Each night Puzzel anonymizes the phone number for records that are more than 4 months old.
- The default storage time for a Survey record is 25 months.

The (aggregated) SMS Survey results are also available in Wallboard (Avg, Survey score per queue so far today), Ticker (Avg. score per queue/user group and agent so far), Archive (score and comment per caller), Statistics (SMS/Chat Survey score per queue) and in Raw data.