

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 panels: 'Design' and 'Behaviour'. The 'Design' panel 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 'Behaviour' panel is active and shows the 'Survey Behaviour' configuration. It includes a 'Survey ID' dropdown menu set to 'Chat survey', an 'Embedded' toggle switch, and two event triggers: 'On complete event' set to 'load interaction' and 'Target interaction' set to 'Post chat template'. At the bottom right, there are 'Cancel' and 'Save' buttons. A zoom control is visible at the bottom left, set to 80%.