

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 'Post chat survey' configuration interface. At the top, there are three fields: 'Interaction Name' (Post chat survey), 'Interaction Type' (render), and 'Description' (Post chat survey template). Below this is a design preview area showing a survey card with the title 'Thumbs up or thumbs down?' and the question 'How would you rate your overall satisfaction with the [support/service] you received?'. The card features two thumbs icons (red down and green up) and a 'Complete Survey' button. To the right is the 'Survey Behaviour' configuration panel, which includes a 'Survey ID' dropdown menu (highlighted with a red box) set to 'Chat survey', an 'Embedded' toggle switch (turned on), and two dropdown menus for 'On complete event' (set to 'load interaction') and 'Target interaction' (set to 'Post chat template'). At the bottom left is a 'Zoom' control set to 80%, and at the bottom right are 'Cancel' and 'Save' buttons.