

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.

Interaction Name: Post chat survey

Interaction Type: render

Description: Post chat survey template

Thumbs up or thumbs down?

How would you rate your overall satisfaction with the [support/service] you received?

Complete Survey

Survey Behaviour

Survey ID: Chat survey

Embedded:

On complete event: load interaction

Target interaction: Post chat template

Zoom: 80%

Cancel Save