

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.

The screenshot shows the 'Search' interface in the Puzzel Archive. The search criteria are set to 'Type: Chat' and 'Time period: 06-11-2017 00:00 to 14-01-2018 24:00'. The search results show a list of chat records. The first record is for a chat on 09.11.2017 10:18 with a score of 5. The 'Survey' tab is selected, showing the question 'Please help us improve our service by rating this chat.' and the score '5'.

| 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 style="display: flex; justify-content: space-between;"> General Information Chat Enquiry Registration Survey </div> <table border="1"> <thead> <tr> <th>Time</th> <th>Question (Message(s) sent)</th> <th>Score</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>09.11.2017 10:19:17</td> <td>Please help us improve our service by rating this chat.</td> <td>5</td> <td></td> </tr> <tr> <td>09.11.2017 10:19:18</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | | | | | | | Time | Question (Message(s) sent) | Score | Comment | 09.11.2017 10:19:17 | Please help us improve our service by rating this chat. | 5 | | 09.11.2017 10:19:18 | | | |
| Time | Question (Message(s) sent) | Score | Comment | | | | | | | | | | | | | | | | |
| 09.11.2017 10:19:17 | 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 = *.