

## SMS Survey

For customers with Puzzel SMS Survey we have a separate (old) admin page (<https://interactive.intele.com>) where the question/reply/thank-you messages are defined, the deny list is maintained, and where the results are shown. The same functionality is available in the Puzzel Administration Portal on the **SMS - SMS Survey** page.

puzzel. Home Real-time Users Services Statistics Catalog Archive Widget SMS			Paal Admin Sign out	Puzzel Demo Product 10009
Survey				
<a href="#">Home</a> » <a href="#">SMS</a> » Survey				
SMS Survey Services				
Name	Id	Active		
<a href="#">Product Demo Survey NQ</a>	2604	Yes		

Click on a Survey (you might have several) to open the details page.

puzzel. Home Real-time Users Services Statistics Catalog Archive Widget Sms			Paal Kongshaug Sign out		
Survey					
<a href="#">Home</a> » <a href="#">Sms</a> » Survey					
Sms Survey Menus					
Service name: Survey test Quarantine <input type="text" value="0"/>		<b>Survey service status</b> <input checked="" type="radio"/> Enabled <input type="radio"/> Disabled			
<div>▶ Result</div> <div>▶ Messages</div> <div>▶ Followup messages</div> <div>▶ Blacklist</div>					
<a href="#">Save Changes</a>					

On this page, the SMS Survey can be enabled/disabled, and you can define a quarantine time (minimum days between each time we send an SMS Survey to a mobile number, in case the caller calls the Puzzel customer several times during a week.)

## SMS Survey vs SMS Web Survey

- A standard SMS Survey sends an SMS to the end-customer (after call ends), and the end-customer answers by sending an SMS with a score. Sometimes a follow-up question is sent by SMS, and the end-customer may answer this SMS (a comment).
- In an SMS Web Survey, Puzzel sends an SMS to the end-customer (after call ends), and this SMS contains a link to a mobile web page. The end-customer clicks on the link to go to the web page, and here the end-customer selects a score and optionally writes a comment. After having answered, a new message is shown on the web page.