surveys

Table name: **surveys**

Contains/Role: When surveys are made after a call (SMS Survey) or after a chat, and on other platforms, the survey results are stored here.

See more details about different types of surveys[here](here).

Column Name	Datatype	Description
rec_id	int Primary key.	Internal, auto-numbered. A unique id for each record.
internal_session_id	uniqueidentifier	For internal use, for "connection" back to Puzzel's internal system.
customer_key	varchar (100)	The customer key (number) for the "owner" of the survey
country_code	varchar (10)	Mostly for internal use. Indicates the country for the database (internally) where the survey record is fetched from. International standard for country codes is used (for example 'NO' for Norway, 'SE' for Sweden, and so on).
related_iq_session_id	uniqueidentifier	The internal_iq_session_id for the call (request) the survey results refers to. Primarily for internal use.
related_call_id	numeric(19,0)	The call_id for the call (request) the survey results refers to.
survey_type	varchar(10)	Typical values appearing here for the legacy Surveys are SMS and CHAT. Typical values appearing for the new Insight survey are Email, Phone and Web (and unknown). This might be changed in the future
sequence	int	A survey may consist of multiple steps, i.e. questions back and forth between the customer (caller) and "us". Sequence indicates the order of them. Starting with value 1.
dte_time	datetime	When this survey record was sent/received.
destination	nvarchar(500)	To whom (i.e. the "address") we asked for the survey. For SMS surveys this will be the phone number. For chat survey, we usually get the chatter's name.
agent_id	int	The agent who was involved in the call which the survey is about.
queue_key	nvarchar(100)	The queue that was involved in the call which the survey is about.
fertile	tinyint	Usually 0 or 1, but this field is no longer used in a structured way for the different surveys. Insight survey records will usually have fertile = 0.
question	nvarchar(MAX)	The question sent to the caller/chatter/customer.
score	nvarchar(100)	The score reported back from the caller/chatter/customer
max_score	nvarchar(100)	The maximum value possible to give as score.
min_score	nvarchar(100)	The defined minimum value for score.
comment	nvarchar(MAX)	The caller/chatter/customer might report back a text comment (in addition to the score). If so, it's stored here.
dte_updated	datetime	A timestamp indicating when this record is stored/last updated in this database.

Column Name	Datatype	Description
element_type*	nvarchar(100)	**Customer Insight** survey records might have one of these values: elementType.dropdownList elementType.text elementType.rating elementType.question elementType.opinionScale elementType.multipleChoice
ci_session_id*	uniqueidentifier	All records (sequence 1-N) for 1 Customer Insight Survey will have the same value here.
element_id*	int	The Insight Survey record representing a question and the record representing the answer have the same element_id

* Available from db v2.3