

## Chat Survey

The chat solution can be set up with a survey feature. If activated, the chatter is given the option to rate the chat after having ended the session. The rating can be made in stars or radio buttons. Stars are most common to use in a simple and standard survey, while radio buttons are most relevant for use in surveys based on the NPS (Net Promoter Score) standard.

The image displays two side-by-side chat survey interface mockups. Both have a pink header bar with 'AA' and a speaker icon on the left, and a close button on the right. The main content area is light gray. The left mockup features a star rating system with the text 'One more thing ...' and 'Please help us improve our service by rating this chat.' Below this are five stars, with the first four filled and the fifth empty. A text input field contains the placeholder 'The consultant was really polite!'. A pink 'SEND' button is at the bottom. The right mockup features a radio button rating system with the same header and question. Below the question are 10 radio buttons numbered 1 to 10, with the 7th button selected. It also has a text input field with the same placeholder and a pink 'SEND' button. Both mockups have a footer that says 'Powered by puzzel.'

In addition to enabling survey on the web pages, you must enable it in the Administration Portal. The setting in the Administration Portal has precedence, so you can turn survey off there even if it is activated on the pages.

- **enableSurvey** – Function to turn survey on or off for a chat. Default false
- **msgSurveyHeader** – Text shown as a header on the survey page. Default “One more thing...”
- **msgSurveyQuestion** – Text shown as the question on the survey page. Default “Please help us improve our service by rating this chat.”
- **surveyMinScore** – The minimum score that it’s possible to give in the survey. This value is usually 1 when rating with stars, and 0 when rating with radiobuttons and NPS.
- **surveyMaxScore** – The maximum score that it’s possible to give in the survey. This value is usually 5 when rating with stars and 10 when rating with radiobuttons and NPS.
- **surveyType** – If the survey is based on rating with stars or radiobuttons
- **surveyOnlyWhenConnected** - If the survey is offered only to chatters who has been in a conversation, or also those who hang up while waiting in queue