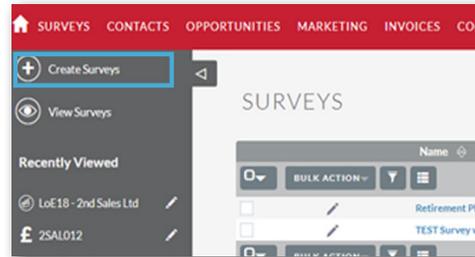


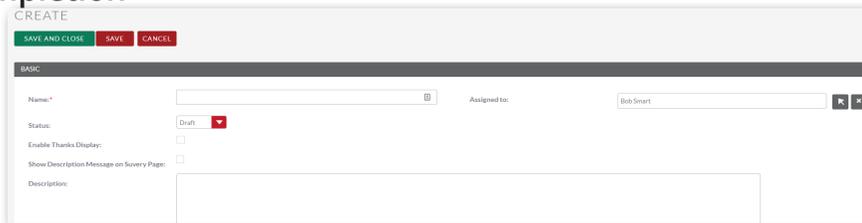
Visit support.fibrecrm.com for more info or contact your CRM Manager

Creating a Survey

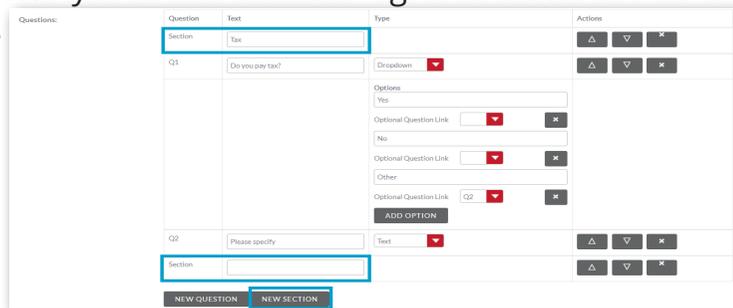
1. To create a survey navigate to the **Surveys** module in the **Navigation Menu**. In the module select the **Create Survey** option on the side bar menu.



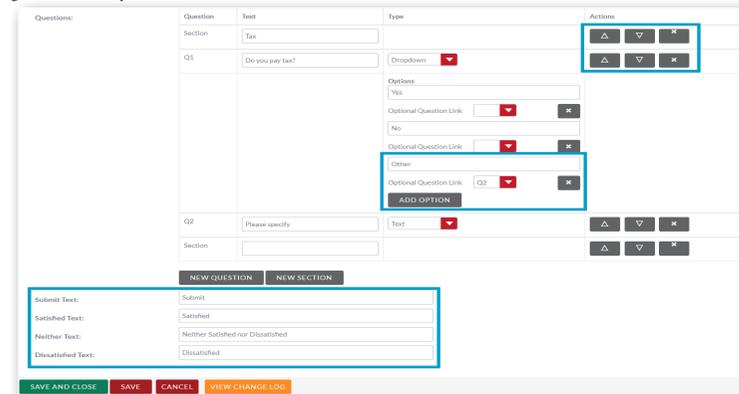
2. On the **Create Survey** screen, type in a name for your survey. You can also; type in a **Description**, change the **Status**, and use the tick boxes to **Enable Thanks Display**, **Show Description Message on Survey Page** or **Redirect on Completion**



3. Click the **New Question** button to add a question to the survey. To put questions into sections click **New Section**. Once selected you can add a heading for the section in the **Text** field.



4. Enter the **Question Text** and select the **Question Type** from the dropdown list. If you select a **Dropdown**, **Multiselect** or **Radio** question you can add **Optional Question Links** which means when a person selects an answer with an optional question link enabled it directs them to answer more optional questions. To delete a question from the survey go to the **Actions** section: Click the **X** button and to change the order of the questions: Click on the **Up** and **Down** arrows. To customise the responses for Matrix type questions by editing the default matrix response text in **Text** boxes. Once you've added all the information you require select **Save & Close**.



5. The survey will now be displayed. *Note: The URL to the Survey will only displayed if the Status of the survey is set to Public.* To make any changes to the survey or change the status select **Edit** in the **Actions Menu**. Click the **Survey URL** to view/complete the survey. The URL can copied and pasted to be used in your relevant marketing communication templates.



6. Once you have sent out the survey, responses can be view either by navigating to the **Actions Menu** and selecting **View Survey Responses** or by scrolling down to the **Survey Response** subpanel.

