Release note - Surveys

## What is new

Your browser does not support HTML5 video.

Understanding user sentiment is the key step to improve your digital adoption efforts. Previously, we used NPS surveys to measure the user loyalty. However, NPS surveys are limited to one consistent question that checks how likely users are to recommend your application.

To enhance your ability to collect the user opinions about your app and its features, we've added a more flexible Survey type. This enables you to ask any question and publish multiple Surveys across various pages and user segments within your application.

With the new smiley-based scale, Survey participants can easily provide feedback by selecting from a range of 5 smileys representing different sentiments. You will be able to see your overall Happiness score on your HEART dashboard. This score will include results from both NPS and survey responses. Each survey will have its own analytics page, where you can track its responses and view and export the comments users have left.
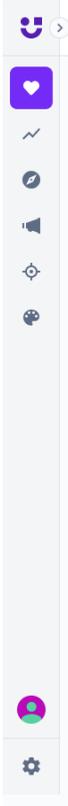
How to find it

To create a new survey: go to the Messages in the Portal > 'Add a message' > Standard survey
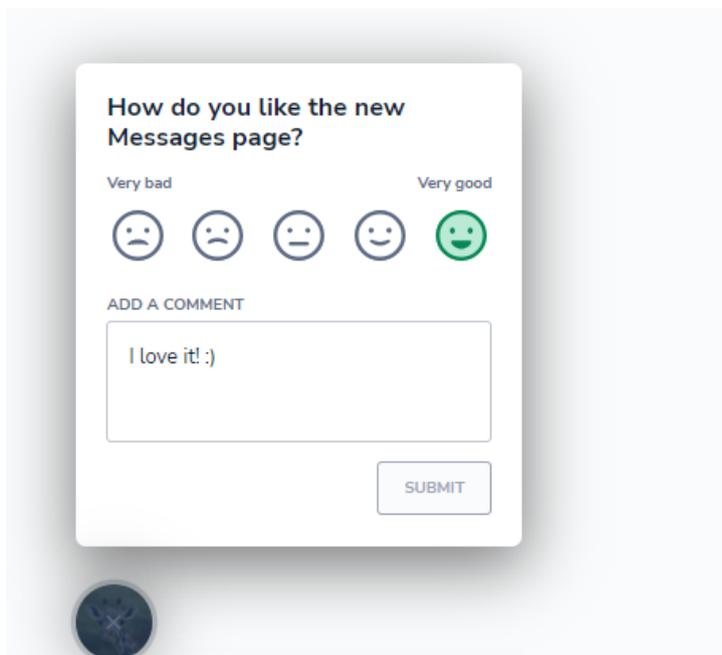
To see the responses: go to the HEART > Happiness > Choose a Survey in the "All Surveys" table

How do you like our new navigation?

SHOW ME | HELP DOC

📅 Jul 1 - Dec 31, 2021 ⌄   + ADD FILTER

Your survey result is EXCELLENT

4.2
▲ 2%

Users reached
844

Responses
108
▲ 69%

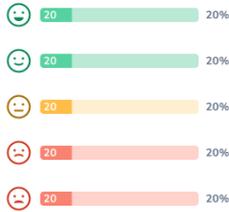Response rate
13%
▲ 53%

💡 AI Insights

Commenters had mixed feelings about the app, with some praising its ease of use and others criticizing its lack of features and slow development. The most frequent comments were about the difficulty of using the interface, the lack of features, and the cost.

Your users' responses ⬇

FILTER BY RATING

😊 20 — 20%
🙂 20 — 20%
😐 20 — 20%
🙁 20 — 20%
☹️ 20 — 20%

All | Comments only | good | complicated | customer service | reports | improve

SORT BY NEWEST ⌄

😐   29 July 2022

"Overall I like it, but it keeps crashing when I interact with the modal. It would be nice to see a few improvements in that feature. The interaction with the new dashboard also works well, but I wasn't able to access all my account settings. Is there a way to use it as a metric when planning the roadmap and prioritize for future updates?

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😊   29 July 2022

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ROADMAP