



# *VoC Feedback*

## *DIGI Survey Creation*

Sandsiv, October 2020

# DIGI channel

What we are going to create...

The screenshot shows a survey configuration interface. At the top, there are navigation tabs: Questions (selected), Survey Settings, Common Settings, Language Settings, Statistics, Quarantines, and Customers. Below the tabs, the survey name is "Customer Training-WEB" with an edit icon. To the right of the name is a status indicator "Active" with a dropdown arrow. Further right are channel selection buttons: "WEB (ID:410)", "SMS (ID:412)", "IVR", and "DIGI (ID:411)" (which is selected and highlighted in blue). To the right of these is a language dropdown set to "EN" and a green "Send invite" button.

Below the survey information, there is a "Questions" section with a "Reorder" button (lock icon), a "Graph" button (line graph icon), and a "+ Add question" button. The list of questions is as follows:

Question ID	Question Type	Question Text	Question Type Label	Actions
DIGI-Training-CSAT	CUSTOMER SATISFACTION	How would you rate your overall experience with our web ...	SCALABLE	Copy, Settings, Add, Delete, Reorder
DIGI-Training-CES	CUSTOMER EFFORT SCORE	How much effort did you personally have to put forth to fi...	CONFIGURABLE	Copy, Settings, Add, Delete, Reorder
DIGI-Training-NPS	NET PROMOTER SCORE	On a scale of 0-10 how likely would it be for you to recomme...	SCALABLE	Copy, Settings, Add, Delete, Reorder
DIGI-Training-Open	OPEN QUESTION	Can you please describe your score with your own words.	OPEN	Copy, Settings, Add, Delete, Reorder
DIGI-Training-END	FINISH SURVEY	Thank you so much for your feedback. We will do our best to improve y...	FINISH SURVEY	Copy, Settings, Add, Delete, Reorder

# DIGI channel

## Customer Satisfaction Score (CSAT)

Questions

Reorder Graph + Add question

**DIGI-Training-CSAT**  
CUSTOMER SATISFACTION How would you rate your overall experience with our web ... SCALABLE

**DIGI-Training-CES**  
CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to fi... CONFIGURABLE

Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB&DIGI Survey (1) Question ID: 2144 Channel: DIGI EN Send invite

**Warning!** Please be aware, some users already answered this question. Your changes may confuse results of the survey!

General

Title \* DIGI-Training-CSAT

Type \* Scalable

External id DIGI-Training-CSAT-Ext.Id

Question text

**Text** CUSTOMER SATISFACTION  
How would you rate your overall experience with our web site?  
(1=Very poor / 2=Poor / 3=Normal / 4=Good / 5=Best experience of my life) EN

**Error text** Please let us know what you think about our job. EN

Configurable values

Number of values \* 5

Render Type Numeric

Required

Start from 0

# DIGI channel

## Customer Effort Score (CES)

Questions

Reorder Graph + Add question

DIGI-Training-CSAT  
CUSTOMER SATISFACTION How would you rate your overall experience with our web ... SCALABLE

**DIGI-Training-CES**  
CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to fi... CONFIGURABLE

Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB&DIGI Survey (1) Question ID: 2143 Channel: DIGI EN Send invite

**Warning!** Please be aware, some users already answered this question. Your changes may confuse results of the survey!

General

Title \* DIGI-Training-CES

Type \* Configurable

External id DIGI-Training-CES-Ext.Id

Question text

Text

CUSTOMER EFFORT SCORE  
How much effort did you personally have to put forth to find the information you needed? (Very easy / Easy / Normal / Difficult / Very difficult) EN

Error text

Please tell us your effort. EN

Answers

5 Very easy EN

4 Easy EN

3 Normal EN

2 Difficult EN

1 Very difficult EN

+ Add answer

Configurable values

Render Type List

Required

Is Multichoice

Min number of choices

Max number of choices (0 means unlimited)

Last is open no

# DIGI channel

## Net Promoter Score (NPS)

Questions Reorder Graph + Add question

- DIGI-Training-CSAT  
CUSTOMER SATISFACTION How would you rate your overall experience with our web ... SCALABLE
- DIGI-Training-CES  
CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to fi... CONFIGURABLE
- DIGI-Training-NPS**  
NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recomme... SCALABLE

Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB&DIGI Survey (1) Question ID: 2156 Channel: DIGI EN Send invite

**Warning!** Please be aware, some users already answered this question. Your changes may confuse results of the survey!

General

**Title \*** DIGI-Training-NPS

**Type \*** Scalable

**External id** DIGI-Training-NPS-Ext.Id

Question text

**Text** NET PROMOTER SCORE  
On a scale of 0-10 how likely would it be for you to recommend SandSiv to a friend or colleague? (0=NOT at all / 6=Maybe / 10=Very likely) EN

**Error text** Please let us know. EN

Configurable values

**Number of values \*** 11

**Render Type** Star rating

**Required**

**Start from 0**

# DIGI channel

## Open question

Questions Reorder Graph + Add question

<b>DIGI-Training-CSAT</b> CUSTOMER SATISFACTION How would you rate your overall experience with our web ...	SCALABLE	    
<b>DIGI-Training-CES</b> CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to fi...	CONFIGURABLE	    
<b>DIGI-Training-NPS</b> NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recomme...	SCALABLE	    
<b>DIGI-Training-Open</b> OPEN QUESTION Can you please describe your score with your own words.	OPEN	    

Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB&DIGI Survey (\  Question ID: 2157 Channel: DIGI EN Send invite

**Warning!** Please be aware, some users already answered this question. Your changes may confuse results of the survey!

General

**Title \*** DIGI-Training-Open

**Type \*** Open

**External id** DIGI-Training-Open-Ext.Id

Question text

**Text** OPEN QUESTION  
Can you please describe your score with your own words. EN

**Error text** In this we can improve your future experience with us. EN

Configurable values

**Required**

# DIGI channel

## Finish survey text & Thank you message

This screenshot shows a list of survey questions in the DIGI channel. The questions are:

- DIGI-Training-CSAT**: CUSTOMER SATISFACTION How would you rate your overall experience with our web ... (SCALABLE)
- DIGI-Training-CES**: CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to fi... (CONFIGURABLE)
- DIGI-Training-NPS**: NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recomme... (SCALABLE)
- DIGI-Training-Open**: OPEN QUESTION Can you please describe your score with your own words. (OPEN)
- DIGI-Training-END**: FINISH SURVEY Thank you so much for your feedback. We will do our best to improve y... (FINISH SURVEY)

The **DIGI-Training-END** question is highlighted with a red border.

This screenshot shows the configuration page for the survey. The survey is titled "Customer Training-WEB&DIGI Survey (\)". The question ID is 2158 and the channel is DIGI. The language is set to EN.

**General**

- Title \***: DIGI-Training-END
- Type \***: Finish Survey
- External id**: DIGI-Training-END-Ext.Id

**Question text**

Text	EN
FINISH SURVEY Thank you so much for your feedback. We will do our best to improve your future interaction with our organization.	EN
Error text	EN
Enter error text	EN

"State" result = **partial**

This screenshot shows the "Your Feedback" dialog box for a partial survey result. The dialog has a red header and a white body. The text inside the dialog is:

FINISH SURVEY Thank you so much for your feedback. We will do our best to improve your future interaction with our organization.

At the bottom of the dialog, there is a "Powered by sandsiv+" logo and a "Next" button.

≠

"State" result = **completed**

This screenshot shows the "Your Feedback" dialog box for a completed survey result. The dialog has a red header and a white body. The text inside the dialog is:

See you soon again.....your SandSiv Team!

# DIGI channel

## Overview

Questions Reorder Graph Add question

- DIGI-Training-CSAT**  
CUSTOMER SATISFACTION How would you rate your overall experience with our web ... SCALABLE
- DIGI-Training-CES**  
CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to fi... CONFIGURABLE
- DIGI-Training-NPS**  
NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recomme... SCALABLE
- DIGI-Training-Open**  
OPEN QUESTION Can you please describe your score with your own words. OPEN
- DIGI-Training-END**  
FINISH SURVEY Thank you so much for your feedback. We will do our best to improve y... FINISH SURVEY

CUSTOMER SATISFACTION How would you rate your overall experience with our web site? (1=Very poor / 2=Poor / 3=Normal / 4=Good / 5=Best experience of my life) \*

1 2 3 4 5

CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to find the information you needed? (Very easy / Easy / Normal / Difficult / Very difficult) \*

- Very easy
- Easy
- Normal
- Difficult
- Very difficult

OPEN QUESTION Can you please describe your score with your own words. \*

NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recommend SandSiv to a friend or colleague? (0=NOT at all / 6=Maybe / 10=Very likely) \*

0 ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB: Active WEB (ID:410) SMS (ID:412) IVR DIGI (ID:411) EN Send invite

All the current changes made to language settings will be saved. Please keep in mind: All answers, provided in the demonstration DIGI pop-up window will be saved to the related survey after hitting the "Submit" button and will affect the final survey results. You can always delete the results of the demo at the "Customers" tab.

1/1 Language Settings

Static Digi Link  Get static link

Popup title  Your Feedback

Text for Survey activate button  You want give a feedback?

Text for form submit button  Text for form submit button

Thank you message  See you soon again.....your SandSiv Team!

FINISH SURVEY Thank you so much for your feedback. We will do our best to improve your future interaction with our organization.

Your Feedback

See you soon again.....your SandSiv Team!

# DIGI channel

## Question Reorder

1. Click the "Reorder" button.

The screenshot shows the 'Questions' tab in the DIGI channel interface. The top navigation bar includes 'Questions', 'Survey Settings', 'Common Settings', 'Language Settings', 'Statistics', 'Quarantines', and 'Customers'. Below this, there are filters for 'Customer Training-WEB', 'Active', and a dropdown menu for 'DIGI (ID:411)'. A tooltip 'Enable questions reorder' is visible over the 'Reorder' button in the 'Questions' section. The list of questions includes:

- DIGI-Training-CSAT: CUSTOMER SATISFACTION How would you rate your overall experience with our web ... (SCALABLE)
- DIGI-Training-CES: CUSTOMER EFFORT SCORE How much effort did you personally have to put forth to fi... (CONFIGURABLE)
- DIGI-Training-NPS: NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recomme... (SCALABLE)
- DIGI-Training-Open: OPEN QUESTION Can you please describe your score with your own words. (OPEN)
- DIGI-Training-END: FINISH SURVEY Thank you so much for your feedback. We will do our best to improve y... (FINISH SURVEY)

2. Drag the needed question where you want it to be.

The screenshot shows the same interface as the first step. A red box highlights the 'Reorder' button and the 'DIGI-Training-CES' question. A red arrow indicates the question being dragged to a new position in the list.

3. The result is saved automatically.

The screenshot shows the 'Questions' tab after the reorder action. The 'DIGI-Training-CES' question is now positioned above the 'DIGI-Training-CSAT' question. The 'Reorder' button is still visible.

4. Drag the question to the right side to make it a sub-question.

The screenshot shows the same interface as the previous steps. A red box highlights the 'Reorder' button and the 'DIGI-Training-CES' question. A red arrow indicates the question being dragged to the right side of the 'DIGI-Training-CSAT' question, making it a sub-question.

# DIGI channel

## Survey Settings – Channel specific

1. Go to “Survey Settings” and select “Channel specific”

Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB | Active | WEB (ID:410) SMS (ID:412) IVR DIGI (ID:411) Send invite

1/3 Channel specific

HTML ID for Survey activate button  
 HTML ID for Survey activate button

Is survey StepByStep  
 Yes

Activate by button  
 Yes

Save the web URL where the user been invited  
 No

Visits counter  
 Visits counter

Number of pages visited  
 Number of pages visited

Probability of appearance (1-100%)  
 100

Session timeout (in seconds)  
 Session timeout (in seconds)

Page timeout (in seconds)  
 Page timeout (in seconds)

Show to the user who is trying to leave the page  
 Select...

\*Leave page\* trigger turn-on delay (in seconds)  
 10

Don't show survey for refusers (number of times)  
 Don't show survey for refusers (number of times)

Don't show survey for refusers (period in days)  
 1

Quiet time (in minutes)  
 0

2/3 Theme settings

3/3 Whitelist

2. Go to the SandSiv support portal

[SandSiv Support - DIGI channel advanced setting](#)

3. Please list the 3 different Channel-specific settings subcategories (options)

4. Give a look to the different possibilities and combine them with your business rules and/or ideas

### General Settings

Channel specific Settings for DIGI channel allow **customizing** Activation buttons look & feel, survey displaying settings, Chat mode activation, etc.

<https://support.sandsiv.com/hc/en-us/articles/360000612925#general>

### Triggers

A Trigger is a type of a condition, by meeting which a start of a survey (pop-up window) will be initiated.

Please pay attention that at least **one trigger condition have to be set up for a survey to trigger** a survey pop-up/button.

<https://support.sandsiv.com/hc/en-us/articles/360000612925#triggers>

### Blockers

A Blocker is a type of a condition, that prevents a survey to start for a particular customer if any blocker condition was met.

<https://support.sandsiv.com/hc/en-us/articles/360000612925#blockers>

# DIGI channel

## Survey Settings – Theme settings

1. Go to “Survey Settings” and select “Theme settings”

Customer Training-WEB! Active WEB (ID-410) SMS (ID-412) IVR DIGI (ID-411) Send invite

1/3 Channel specific

2/3 Theme settings

Window width (px)  550

Window height (px)  400

Font family  Arial, sans-serif

Activate button font-size  20

Indent (px)  20

Header background color  #ff0000

Header font color  #ffff

Button background color  #ff0000

Button font color  #fff

Question background color  #ffe8e8

Question font color  #000

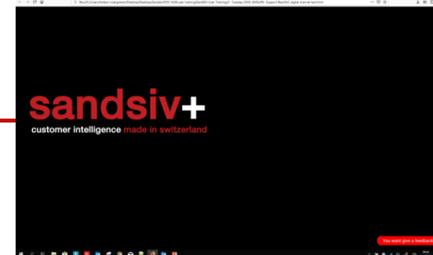
Background color  #fff

CSS to customize Pop-up ( Please note: to increase the cascading style it is necessary to add class .SandSiv\_Feedback\_Modal )

<DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">  
<html xmlns="http://www.w3.org/1999/xhtml">

3/3 Whitelist

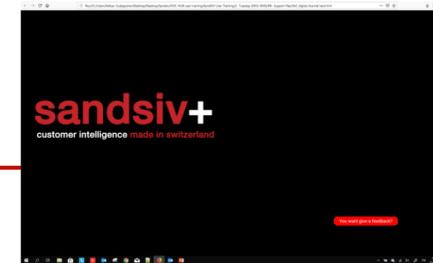
Activate button font-size = 20



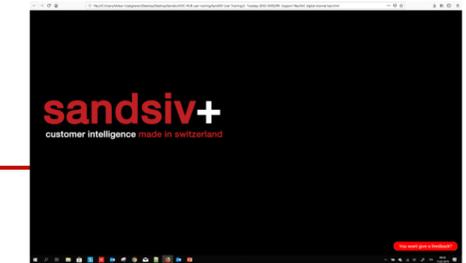
Activate button font-size = 100



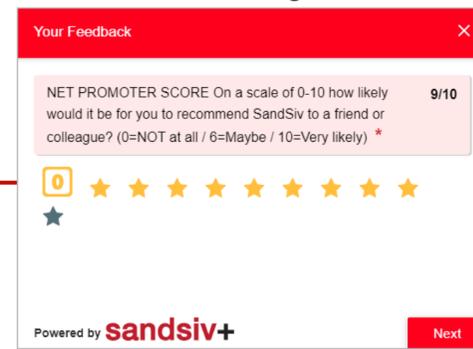
Indent (px) = 100



Indent (px) = 20

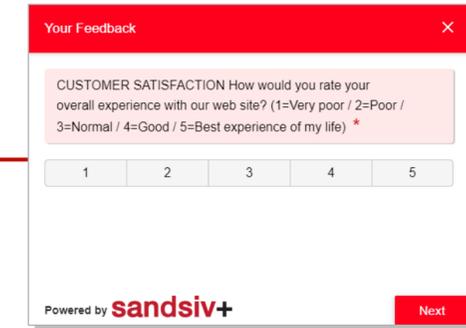


Different colours settings



[SandSiv Support - DIGI channel advanced setting](#)

In case the default settings presented in the Theme Settings section don't fulfil your needs, the CSS to customize Pop-up section will be of help. **It allows to apply additional CSS styles to the DIGI pop-up window**, that will override the default values of the DIGI pop-up.



Window height (px)

Window width (px)



# DIGI channel

## Testing the “look & feel” properties

1. Go to “Language Settings” and click the “Demo” button at the bottom of the page

Questions Survey Settings Common Settings **Language Settings** Statistics Quarantines Customers

Customer Training-WEB: Active WEB (ID:410) SMS (ID:412) IVR DIGI (ID:411) EN Send invite

All the current changes made to language settings will be saved. Please keep in mind: All answers, provided in the demonstration DIGI pop-up window will be saved to the related survey after hitting the “Submit” button and will affect the final survey results. You can always delete the results of the demo at the “Customers” tab.

### 1/1 Language Settings

Static Digi Link  
 Get static link

Popup title  
 Your Feedback

Text for Survey activate button  
 You want give a feedback?

Text for form submit button  
 Text for form submit button

Thank you message  
 See you soon again.....your SandSiv Team!

Text for submit button if Survey is StepByStep  
 Next

CSS to customize language specific Pop-up fragments ( Please note: to increase the cascading style it is necessary to add class .modal\_\_SandSIV\_Template )

.modal\_\_SandSIV\_Template .SandSIV\_Feedback\_Modal .SandSIV\_Feedback\_Modal-PoweredBy{ display:none; pointer-events:none; }

Embed snippet  
`<script src="https://training-survey.sandsiv.com/digi_runner.js?surveyId=411&language=en"></script>` Copy script

Cancel Demo Save

2. Select now the appeared Pop-up

You want give a feedback?

3. Navigate now through your created DIGI Survey directly from the VOCHUB user interface

Questions Survey Settings Common Settings **Language Settings** Statistics Quarantines Customers

Customer Training-WEB: Active WEB (ID:410) SMS (ID:412) IVR DIGI (ID:411) EN Send invite

All the current changes made to language settings will be saved. Please keep in mind: All answers, provided in the demonstration DIGI pop-up window will be saved to the related survey after hitting the “Submit” button and will affect the final survey results. You can always delete the results of the demo at the “Customers” tab.

### 1/1 Language Settings

Static Digi Link  
 Get static link

Popup title  
 Your Feedback

Text for Survey activate button  
 You want give a feedback?

Text for form submit button  
 Text for form submit button

Thank you message  
 See you soon again.....your SandSiv Team!

Text for submit button if Survey is StepByStep  
 Next

CSS to customize language specific Pop-up fragments ( Please note: to increase the cascading style it is necessary to add class .modal\_\_SandSIV\_Template )

.modal\_\_SandSIV\_Template .SandSIV\_Feedback\_Modal .SandSIV\_Feedback\_Modal-PoweredBy{ display:none; pointer-events:none; }

Embed snippet  
`<script src="https://training-survey.sandsiv.com/digi_runner.js?surveyId=411&language=en"></script>` Copy script

Cancel Demo Save

Your Feedback

CUSTOMER SATISFACTION How would you rate your overall experience with our web site? (1=Very poor / 2=Poor / 3=Normal / 4=Good / 5=Best experience of my life) \*

1 2 3 4 5

Powered by sandsiv+ Next

4. Check the look & feel your created survey

Questions Survey Settings Common Settings **Language Settings** Statistics Quarantines Customers

Customer Training-WEB: Active WEB (ID:410) SMS (ID:412) IVR DIGI (ID:411) EN Send invite

All the current changes made to language settings will be saved. Please keep in mind: All answers, provided in the demonstration DIGI pop-up window will be saved to the related survey after hitting the “Submit” button and will affect the final survey results. You can always delete the results of the demo at the “Customers” tab.

### 1/1 Language Settings

Static Digi Link  
 Get static link

Popup title  
 Your Feedback

Text for Survey activate button  
 You want give a feedback?

Text for form submit button  
 Text for form submit button

Thank you message  
 See you soon again.....your SandSiv Team!

Text for submit button if Survey is StepByStep  
 Next

CSS to customize language specific Pop-up fragments ( Please note: to increase the cascading style it is necessary to add class .modal\_\_SandSIV\_Template )

.modal\_\_SandSIV\_Template .SandSIV\_Feedback\_Modal .SandSIV\_Feedback\_Modal-PoweredBy{ display:none; pointer-events:none; }

Embed snippet  
`<script src="https://training-survey.sandsiv.com/digi_runner.js?surveyId=411&language=en"></script>` Copy script

Cancel Demo Save

Your Feedback

NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recommend SandSiv to a friend or colleague? (0=NOT at all / 6=Maybe / 10=Very likely) \*

7/10

★ ★ ★ ★ ★

Powered by sandsiv+ Next

5. With the “thank you message” the survey is now completed

Your Feedback

See you soon again.....your SandSiv Team!

# DIGI channel

## Follow survey's activities

1. Go to "Language Settings" and start a "Demo" again
2. After the appearing of the Survey's Activation button select the tab "Customers"

Customer Training-WEB! Active | WEB (ID:410) SMS (ID:412) IVR **DIGI (ID:411)** Send invite

Statistics Results

Select State: All | Allowed search format: text or \*text or text\*

Select items to remove

<input type="checkbox"/>	Id	External id	State	Created	Start date	End date		
<input type="checkbox"/>	25808	popup_preview_49816a4a-fe3...	invited	16-07-2020 17:00	16-07-2020 17:00			
<input type="checkbox"/>	25807	popup_preview_efb517fc-c669...	completed	16-07-2020 16:12	16-07-2020 16:12	16-07-2020 16:12		
<input type="checkbox"/>	25806	popup_preview_deaf2b4b-503...	partial	16-07-2020 16:08	16-07-2020 16:08	16-07-2020 16:12		
<input type="checkbox"/>	25805	popup_preview_3217f94d-4aa...	terminated	16-07-2020 15:37	16-07-2020 15:37	16-07-2020 15:37		
<input type="checkbox"/>	25804	popup_preview_740443f4-066...	partial	16-07-2020 14:05	16-07-2020 14:05	16-07-2020 15:34		
<input type="checkbox"/>	25803	popup_preview_7272f677-300...	partial	16-07-2020 13:31	16-07-2020 13:31	16-07-2020 13:38		
<input type="checkbox"/>	25802	popup_preview_cb585efd-cfa5...	completed	16-07-2020 13:30	16-07-2020 13:30	16-07-2020 13:31		
<input type="checkbox"/>	25801	popup_preview_94400d92-14...	completed	16-07-2020 13:30	16-07-2020 13:30	16-07-2020 13:30		
<input type="checkbox"/>	25800	popup_preview_2d2666c3-a03...	partial	16-07-2020 13:28	16-07-2020 13:28	16-07-2020 13:30		
<input type="checkbox"/>	25789	popup_preview_72b83a71-47...	completed	15-07-2020 12:19	15-07-2020 12:19	15-07-2020 12:24		

10 | 1 2 3 4 5 » ... 1 - 10 of 44

3. Here you can check in every moment the status of your survey

4. Complete the survey till to the last "Thank you page"

5. Once the survey is completed the status changes to "completed" and the "End date" (& time) is now visible in your list

Customer Training-WEB! Active | WEB (ID:410) SMS (ID:412) IVR **DIGI (ID:411)** Send invite

Statistics Results

Select State: All | Allowed search format: text or \*text or text\*

Select items to remove

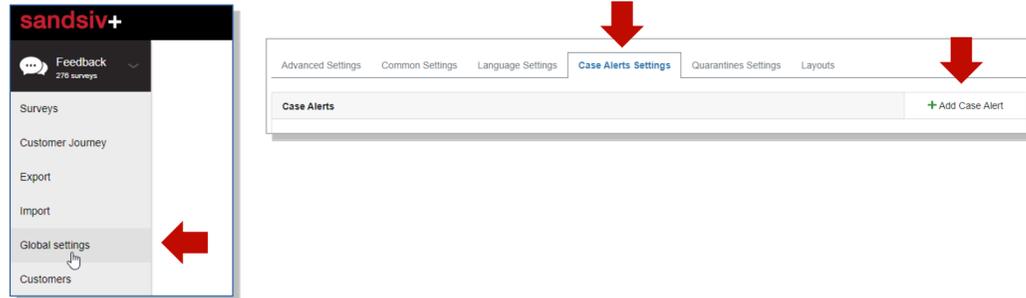
<input type="checkbox"/>	Id	External id	State	Created	Start date	End date		
<input type="checkbox"/>	25808	popup_preview_49816a4a-fe3...	completed	16-07-2020 17:00	16-07-2020 17:00	16-07-2020 17:04		
<input type="checkbox"/>	25807	popup_preview_efb517fc-c669...	completed	16-07-2020 16:12	16-07-2020 16:12	16-07-2020 16:12		
<input type="checkbox"/>	25806	popup_preview_deaf2b4b-503...	partial	16-07-2020 16:08	16-07-2020 16:08	16-07-2020 16:12		
<input type="checkbox"/>	25805	popup_preview_3217f94d-4aa...	terminated	16-07-2020 15:37	16-07-2020 15:37	16-07-2020 15:37		
<input type="checkbox"/>	25804	popup_preview_740443f4-066...	partial	16-07-2020 14:05	16-07-2020 14:05	16-07-2020 15:34		
<input type="checkbox"/>	25803	popup_preview_7272f677-300...	partial	16-07-2020 13:31	16-07-2020 13:31	16-07-2020 13:38		
<input type="checkbox"/>	25802	popup_preview_cb585efd-cfa5...	completed	16-07-2020 13:30	16-07-2020 13:30	16-07-2020 13:31		
<input type="checkbox"/>	25801	popup_preview_94400d92-14...	completed	16-07-2020 13:30	16-07-2020 13:30	16-07-2020 13:30		
<input type="checkbox"/>	25800	popup_preview_2d2666c3-a03...	partial	16-07-2020 13:28	16-07-2020 13:28	16-07-2020 13:30		
<input type="checkbox"/>	25789	popup_preview_72b83a71-47...	completed	15-07-2020 12:19	15-07-2020 12:19	15-07-2020 12:24		

10 | 1 2 3 4 5 » ... 1 - 10 of 44

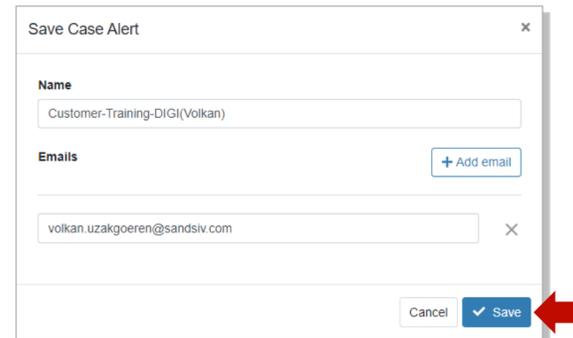
# DIGI channel

## Create your case alert

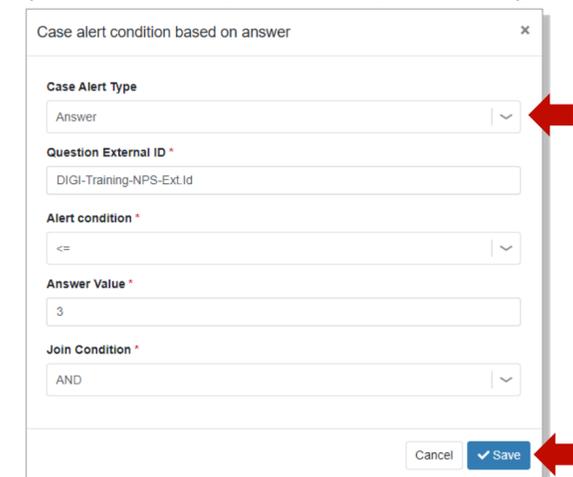
1. Go to “Global settings-Case Alerts Settings” and select “+ Add Case Alert”



2. Give an appropriate name, insert “Emails” boxes to be alerted and click the “Save” button

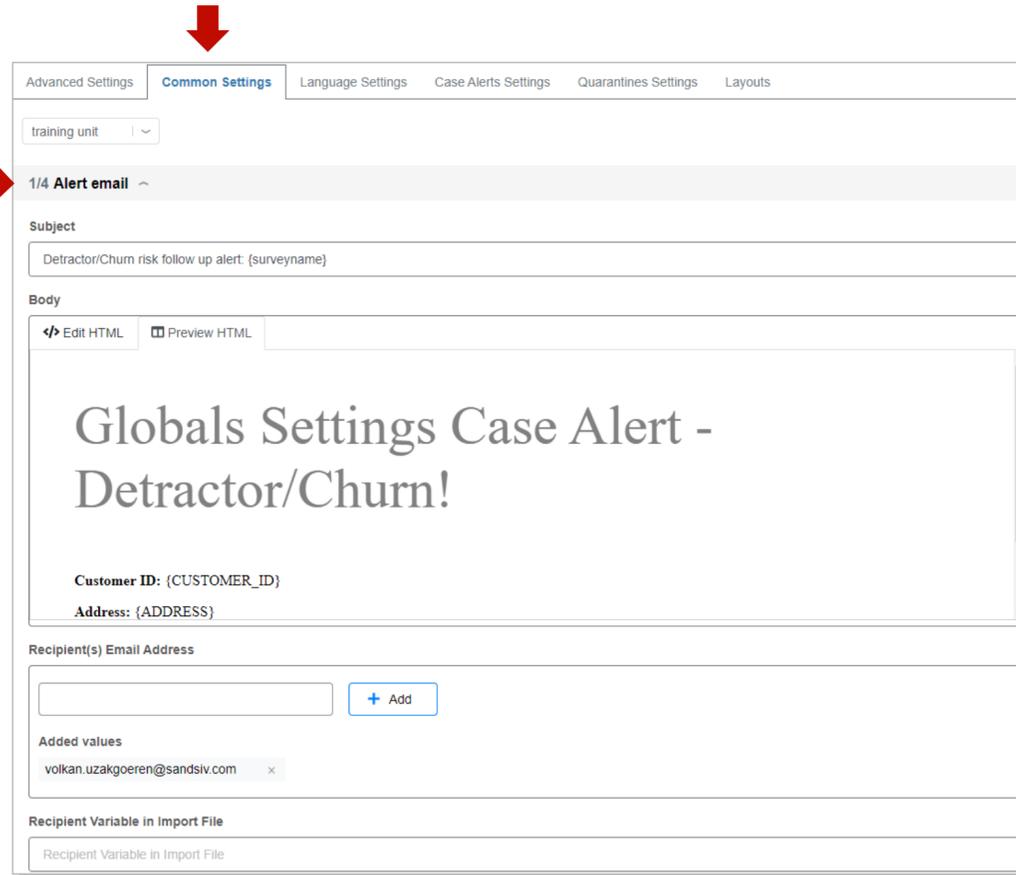


3. Add (+) your case alert according your business needs (Answer score, metadata, classifier) and push “Save”



4. Go to “Feedback-Surveys” and select your survey from the list

5. Define now in “Common Settings-Alert email” your Case alert mail text and structure



6. Go to “Language Settings” and through the function “Demo” repeat your testing procedure by giving an NPS score able to activate the defined Case Alert process

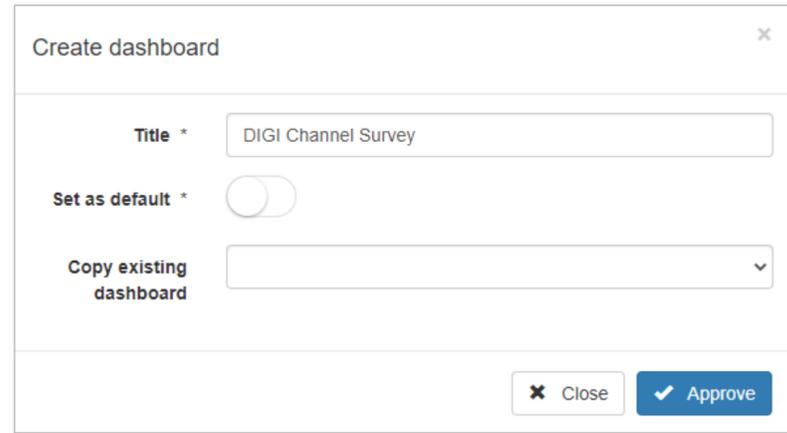
6. Check now your mailbox for the correctness your Case Alert



# DIGI channel

## Check survey's answer on a small dashboard in VOC Visual

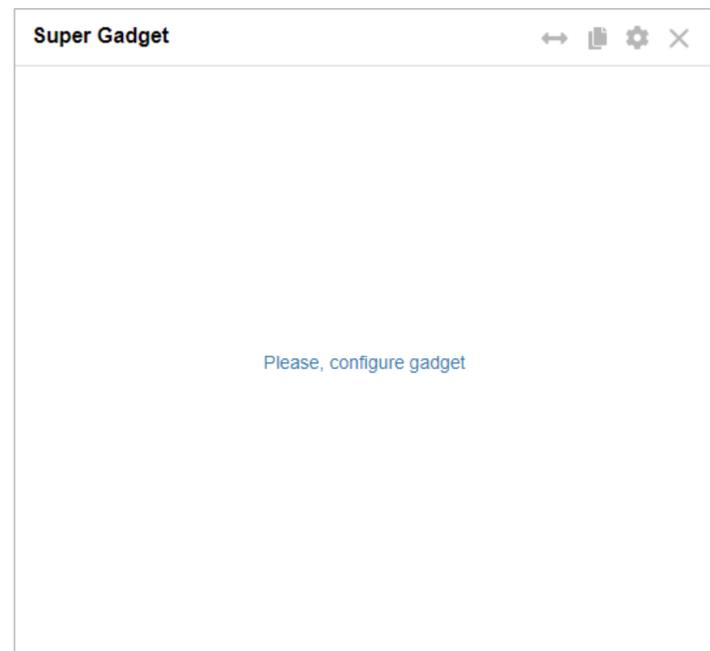
1. Go to "VOC Visual" and choose "+ New dashboard"
2. Give an appropriate name and "Approve"



The 'Create dashboard' dialog box contains the following fields and controls:

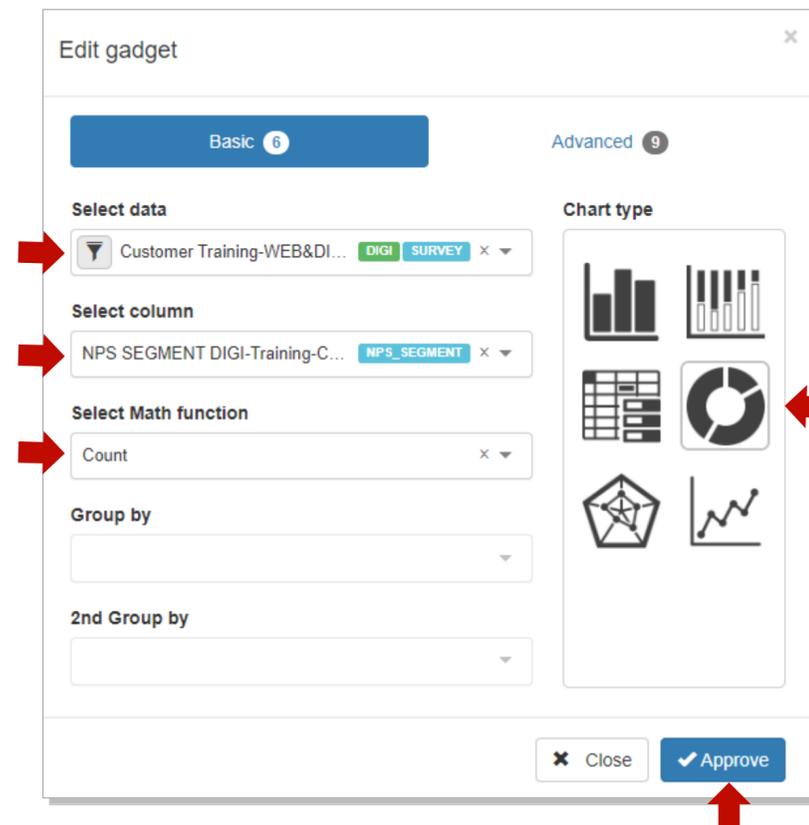
- Title \***: Text input field containing 'DIGI Channel Survey'.
- Set as default \***: Toggle switch, currently turned off.
- Copy existing dashboard**: Dropdown menu.
- Buttons**: 'Close' and 'Approve' buttons.

3. Select "+ Add gadget"
4. Select "Please, configure gadget"



The 'Super Gadget' window displays the text: "Please, configure gadget".

5. Select data source related to your DIGI channel survey
6. Choose the score you want to see (i.e. NPS)
7. Select the desired Mathematical function
8. Choose the Chart type you would like to see (i.e. Pie chart)
9. Push on "Approve"

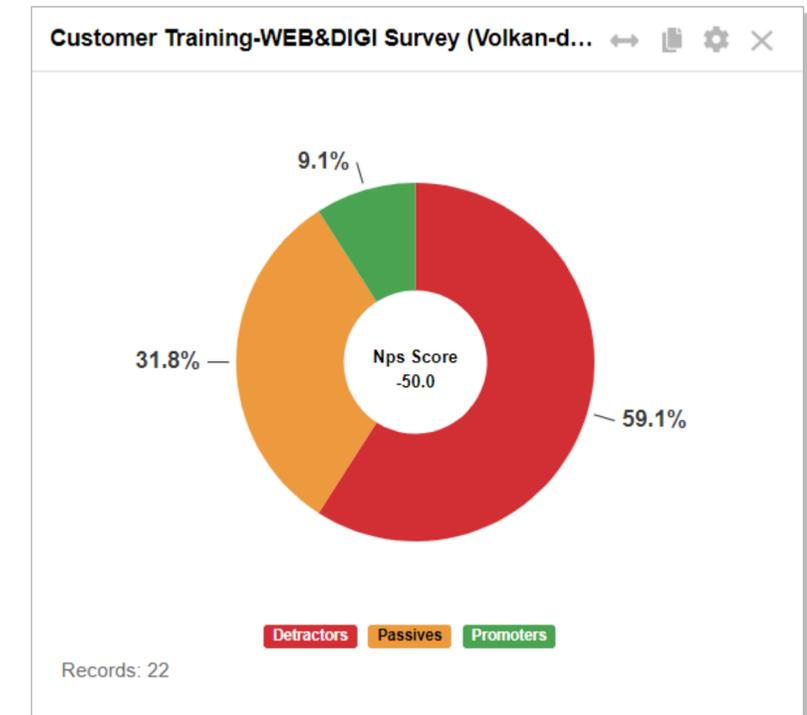


The 'Edit gadget' configuration window shows the following settings:

- Basic** (6) / **Advanced** (9) tabs.
- Select data**: Customer Training-WEB&DI... DIGI SURVEY x
- Select column**: NPS SEGMENT DIGI-Training-C... NPS\_SEGMENT x
- Select Math function**: Count x
- Group by**: [Empty dropdown]
- 2nd Group by**: [Empty dropdown]
- Chart type**: Pie chart selected.
- Buttons**: 'Close' and 'Approve' buttons.

Red arrows point to the 'Select data', 'Select column', 'Select Math function', 'Chart type', and 'Approve' elements.

6. Check the result



# DIGI channel

## Check survey's answer on a small dashboard in VOC Visual

1. Add new Gadgets to visualize CSAT, CES and the Open texts of your DIGI channel survey

2. During the configuration of the different Graphic pay attention on which surveys you would like to visualize (i.e Completed, Terminated and/or Partial)

3. Go to "Advanced" settings of your NPS Score Graphic and check those parameters in the section "Configure states"

Edit gadget

Basic 6 → **Advanced 9**

Custom DATE

Period **Absolute** Relative

From: dd-mm-yyyy To: dd-mm-yyyy

Show Score

Metadata filter

Custom color set

Drill Down

Long labels

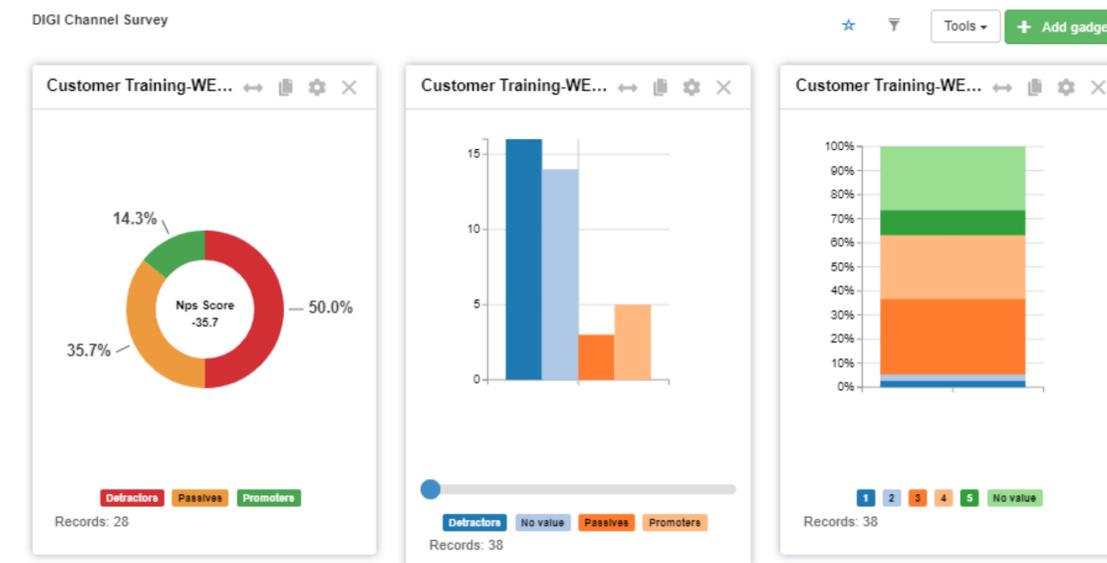
Percentage

**Configure states**

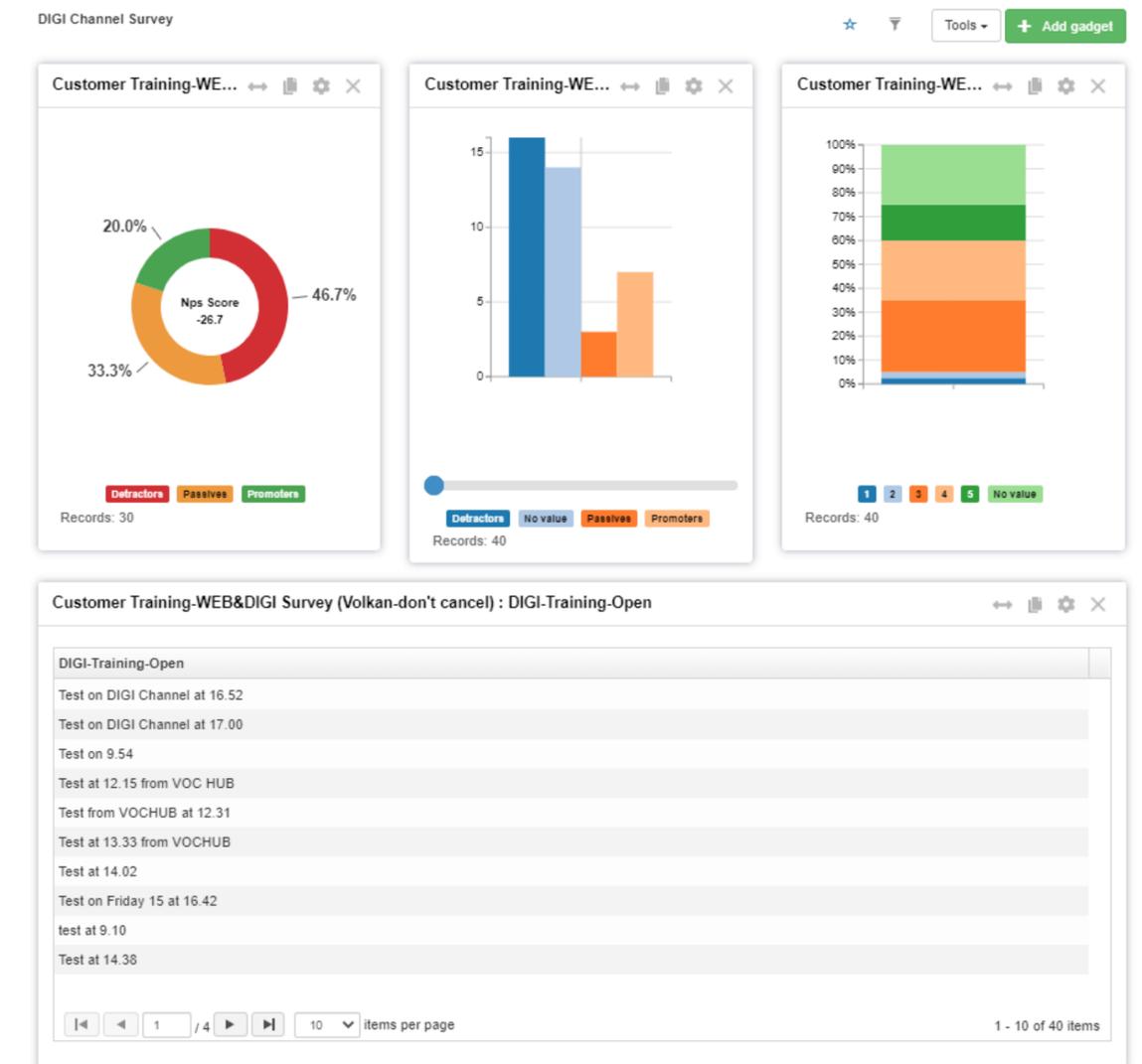
- Completed
- Terminated
- Partial
- Expired
- Invited/Triggered
- Started

Close Approve

4. Check the result your DIGI channel survey cockpit



6. Check the results your feedback directly in the dashboard



5. Go to "Language Settings" and through the function "Demo" repeat your testing procedure



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