

VoC Feedback

WEB Survey Creation

Sandsiv, October 2020

mashroom6

WEB SURVEY
INTRODUCTION

WEB Survey introduction

What are we going to create today

Survey invitation text (Additionally to invitation Email text)

The screenshot shows the 'Survey invitation text' screen. At the top left is the 'sandsiv+' logo with the tagline 'customer intelligence made in switzerland'. Below the logo, the text reads 'SURVEY INVITATION TEXT' followed by 'You are receiving this survey invitation because you recently get in touch with our company.' At the bottom left is a 'Terminate button' and at the bottom right is a red 'next' button. A footer at the bottom contains the text 'The SandSIV Support Center is a service of SandSIV Group. Visit us on:' followed by icons for RSS, LinkedIn, Facebook, and Twitter.

Introduction text Customer Satisfaction Score

The screenshot shows the 'Introduction text' and 'Customer Satisfaction Score' screen. It features the 'sandsiv+' logo at the top left. The main text says 'INTRODUCTION' followed by 'Dear customer thanks again for taking your time to answer to the following questions.' Below this is the question 'CUSTOMER SATISFACTION How would you rate your overall experience with SandSIV?' and a list of radio button options: 'Very unsatisfied', 'Unsatisfied', 'Neutral', 'Satisfied', and 'Very satisfied'. At the bottom left is a 'Terminate button' and at the bottom right is a red 'next' button. The footer at the bottom contains the text 'The SandSIV Support Center is a service of SandSIV Group. Visit us on:' followed by icons for RSS, LinkedIn, Facebook, and Twitter.

Customer Effort Score

The screenshot shows the 'Customer Effort Score' screen. It features the 'sandsiv+' logo at the top left. The main text says 'CUSTOMER EFFORT SCORE' followed by 'The organization made it easy for me to handle my issue/request/problem?'. Below this is a vertical list of radio button options: 'Very Difficult', 'Difficult', 'Normal', 'Easy', and 'Very Easy'. At the bottom left is a 'Terminate button' and at the bottom right is a red 'next' button. The footer at the bottom contains the text 'The SandSIV Support Center is a service of SandSIV Group. Visit us on:' followed by icons for RSS, LinkedIn, Facebook, and Twitter.

WEB Survey introduction

What are we going to create today

Net Promoter Score

`
`

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: very unlikely - 10: very likely)

0 1 2 3 4 5 6 7 8 9 10
○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○

back Terminate button **next**

The SandSIV Support Center is a service of SandSIV Group. Visit us on:

Conditional Flow

Conditional Flow (NPS ≥ 9)

OPEN QUESTION BY GOOD EXPERIENCE
We are delighted to hear that. But since we would like to surprise you further in the future we would like to know your opinion.

back Terminate button **next**

Conditional Flow (NPS < 9)

OPEN QUESTION BY BAD EXPERIENCE
We are really sorry for your bad experience with us. Please tell us what we can improve next time to meet your expectations.

back Terminate button **next**

Thank you page

Dear customer many thanks you for your answers!

Your SandSIV Team

The SandSIV Support Center is a service of SandSIV Group. Visit us on:

Terminate button

Unfortunately you decided to end the survey. Maybe next time.

The SandSIV Support Center is a service of SandSIV Group. Visit us on:

WEB SURVEY CREATION

WEB Survey creation

“Personalized” Invitation Email

Today

SandSIV Training Survey
SandSIV Training wants to know your opinion 08:10

Dear Volkan , many thanks for taking the time to answer to the following survey.

Reply Reply All Forward
mercoledì 16.01.2019 12:03

SS SandSIV Survey <noreply@sandsiv.com>
SandSIV wants your opinion

To volkan.uzakgoeren@sandsiv.com

Dear Volkan ,

many thanks for taking the time to answer to the following survey.

Link to survey

Your SandSIV Team



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

1/5 Invitation email ^

Static Survey Link

Sender Name - Language specific

SandSIV Survey

Sender Address - Language specific

noreply@sandsiv.com

Subject

SandSIV wants to know your opinion

HTML version

Edit HTML Preview HTML

```
i 1 <p>Dear {{ questionnaire | meta:"NAME" }},</p>
2 <p>many thanks for taking the time to answer to the following survey.</p>
3 <p>&nbsp;</p>
4 <p><a style="color: #092768; text-decoration: none;" href="{direct_url}" target="_blank">Link to survey</a>
   {img_email_track}</p>
5 <p>&nbsp;</p>
6 <p>Your SandSIV Team</p>
7 <p></p>
```

Google it:
Word HTML converter

WEB Survey creation

Question's type overview & conditional flow

Survey_ID information
needed for the creation of
the IMPORT file

The screenshot shows a survey creation interface with the following elements:

- Navigation tabs: Questions, Survey Settings, Common Settings, Language Settings, Statistics, Quarantines, Customers.
- Survey name: Customer Training-WEB! (Active)
- Channel selection: WEB (ID:410) (selected), SMS (ID:412), IVR, DIGI (ID:411)
- Language: EN
- Buttons: Send invite
- Questions list with columns: Question title, Description, Type, and Action icons (Copy, Settings, Add, Delete, Reorder).
- Buttons: Reorder (highlighted), Graph, Add question

Annotations:

- A red box highlights the 'Reorder' button in the top right of the questions list.
- A red box highlights the 'Reorder' function icon (minus sign) on the left side of the first question row.
- A red box highlights the settings, add, and delete icons for the first question row.
- A red arrow points from the 'Survey_ID information' text to the 'WEB (ID:410)' button.
- A red arrow points from the 'Reorder' button to the 'Reorder' function icon.
- The text 'Conditional Flow' is written at the bottom right of the interface.

Survey WEB Channel

Please go on:

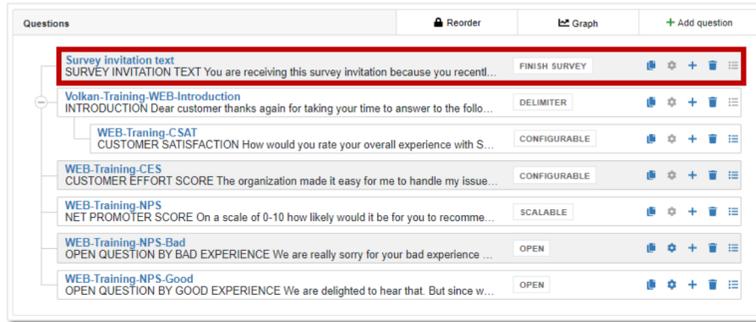
<https://training.sandsiv.com/>

List the possible question's type

1.
2.
3.
4.
5.
6.
7.

WEB Survey creation

Survey invitation text



Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB&DIGI Survey (\) Question ID: 2118 Channel: WEB EN Send invite

General

Title * Survey invitation text

Type * Finish Survey

External id Survey invitation text

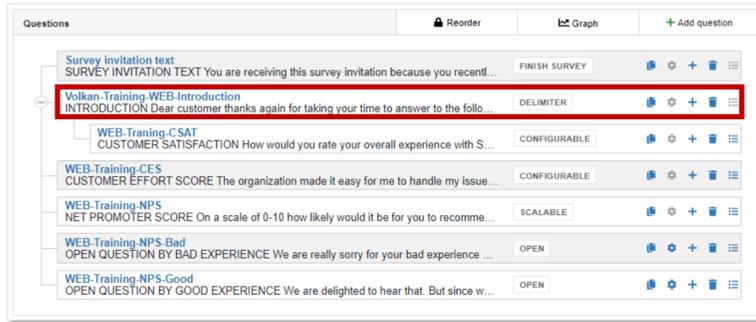
Question text

Text	SURVEY INVITATION TEXT You are receiving this survey invitation because you recently get in touch with our company.	EN
Error text	Enter error text	EN

Cancel Apply Save

WEB Survey creation

Introduction



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

Customer Training-WEB&DIGI Survey (\) Question ID: 2108 Channel: WEB EN Send invite

General

Title * Volkan-Training-WEB-Introduction

Type * Delimiter

External id Volkan-Training-WEB-Introduction

Question text

Text	INTRODUCTION Dear customer thanks again for taking your time to answer to the following questions.	EN
Error text	Enter error text	EN

Cancel Apply Save

Delimiter

..... questions on
the

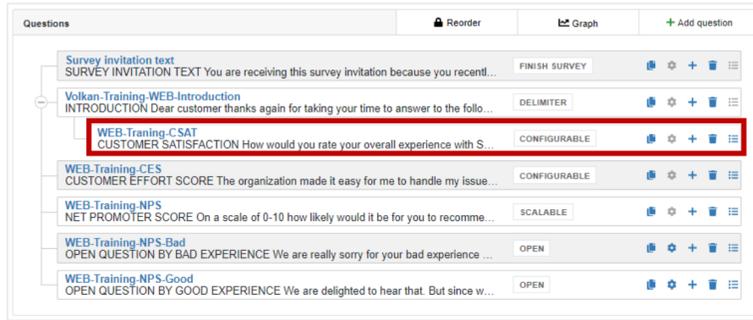
How to create a group question?

Please go on:

<https://support.sandsiv.com/hc/en-us>

WEB Survey creation

Customer Satisfaction Score (CSAT)



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

Customer Training-WEB&DIGI Survey (1) | Question ID: 2109 | Channel: WEB | EN | Send invite

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

General

Title * WEB-Training-CSAT

Type * Configurable

External id WEB-Training-CSAT-Ext.Id

Question text

Text CUSTOMER SATISFACTION
How would you rate your overall experience with SandSIV? EN

Error text Please give us a score.....please ;) EN

Answers

≡	1	Very unsatisfied	EN	<input type="checkbox"/>	Open	🗑️
≡	2	Unsatisfied	EN	<input type="checkbox"/>	Open	🗑️
≡	3	Neutral	EN	<input type="checkbox"/>	Open	🗑️
≡	4	Satisfied	EN	<input type="checkbox"/>	Open	🗑️
≡	5	Very satisfied	EN	<input type="checkbox"/>	Open	🗑️

+ Add answer

Configurable values

Is Multichoice

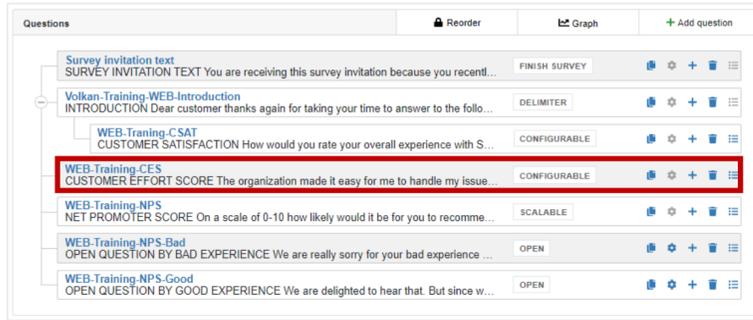
Render Type List

Required

Cancel Apply Save

WEB Survey creation

Customer Effort Score (CES)



Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB&DIGI Survey (1) Question ID: 2113 Channel: WEB EN Send invite

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

General

Title * WEB-Training-CES

Type * Configurable

External id WEB-Training-CES-Ext.Id

Question text

Text CUSTOMER EFFORT SCORE
The organization made it easy for me to handle my issue/request/problem? EN

Error text This is important to us EN

Answers

≡	1	Very Difficult	EN	<input type="checkbox"/>	Open	🗑️
≡	2	Difficult	EN	<input type="checkbox"/>	Open	🗑️
≡	3	Normal	EN	<input type="checkbox"/>	Open	🗑️
≡	4	Easy	EN	<input type="checkbox"/>	Open	🗑️
≡	5	Very Easy	EN	<input type="checkbox"/>	Open	🗑️

+ Add answer

Configurable values

Is Multichoice

Render Type Select

Required

Cancel Apply Save

WEB Survey creation

Net Promoter Score (NPS)

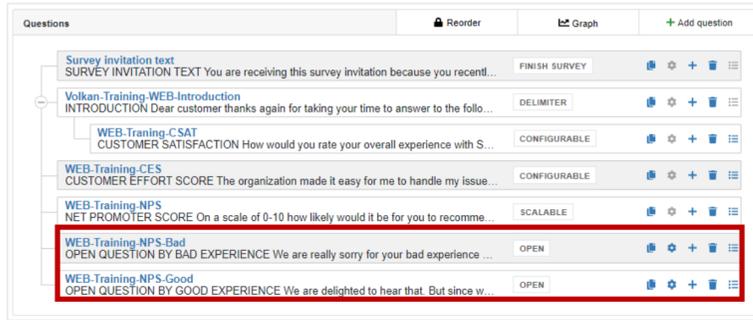
A screenshot of a survey question list. The list includes several questions with their respective types and actions. The question 'WEB-Training-NPS NET PROMOTER SCORE On a scale of 0-10 how likely would it be for you to recomm...' is highlighted with a red box. Other questions include 'Survey invitation text', 'Volkan-Training-WEB-Introduction', 'WEB-Training-CSAT', 'WEB-Training-CES', 'WEB-Training-NPS.Bad', and 'WEB-Training-NPS.Good'.

The configuration page for the 'Customer Training-WEB&DIGI Survey'. It shows the question ID as 2110 and the channel as WEB. A warning message states: 'Warning! Please be aware, some users already answered this question. Your changes may confuse results of the survey!'. The 'General' section includes fields for Title (WEB-Training-NPS), Type (Scalable), and External id (WEB-Training-NPS-Ext.Id). The 'Question text' section shows the main 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?' and an error text: 'The NPS is very important for our bonus :)'. Both text fields are set to EN.

The 'Configurable values' section for the NPS question. It includes fields for Highest value (10), Lowest value (0), Number of values (11), Lowest value name (0), Highest value name (10), Render Type (Line), and a Required checkbox (checked). The section also has 'Cancel', 'Apply', and 'Save' buttons.

WEB Survey creation

Open question for “Bad or Good” experience (incl. answer re-use & conditional flow)



Questions Survey Settings Common Settings Language Settings Statistics Quarantines Customers

Customer Training-WEB&DIGI Survey (🔗)

Question ID: 2114 Channel: WEB EN Send invite

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

General

Title * WEB-Training-NPS-Bad

Type * Open

External id WEB-Training-BadNPS-Ext.Id

Question text

Text

OPEN QUESTION BY BAD EXPERIENCE
You scored us with {{question2110_answer}} we are really sorry to hear that. Please tell us what we can improve next time to meet your expectations. EN

Error text

This is important for us! EN

Question Flow

Action type

Skip this question

Join conditions with

Or

+ Add condition

Question Condition Value

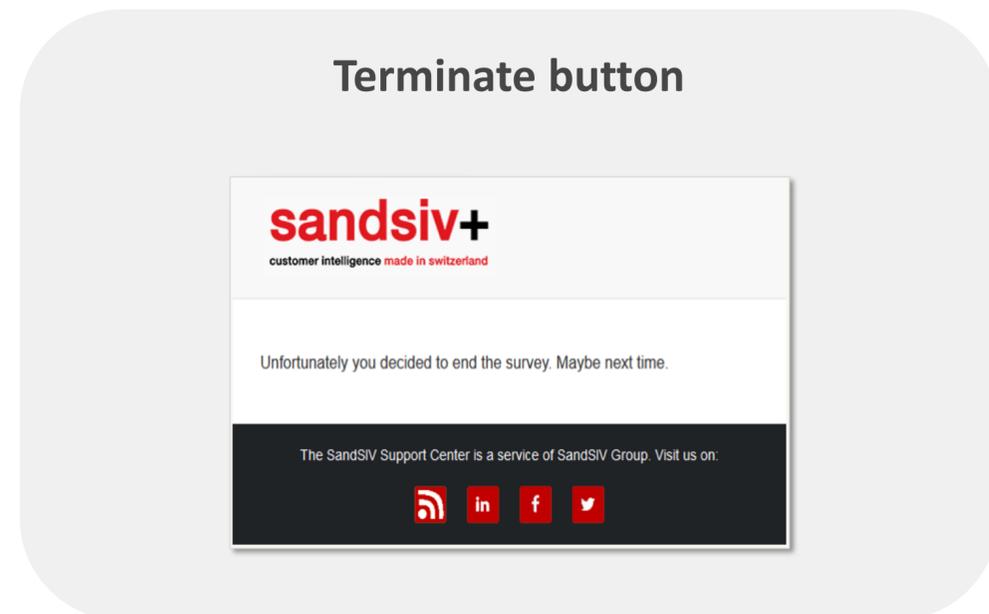
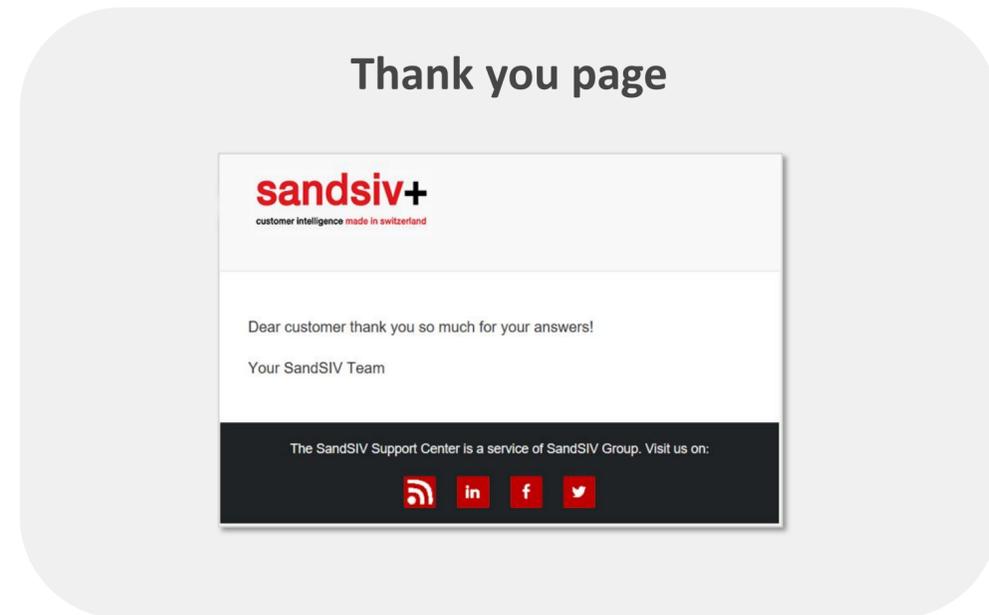
WEB-Training-NPS >= 9

SKIP WEB-Training-NPS-Bad IF WEB-Training-NPS >= 9

Cancel Save

WEB Survey creation

Thank you page & Termination message



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

1/5 Invitation email ▾

2/5 Reminder email ▾

3/5 Landing page ▾

Survey is expired

this survey is expired

Survey completed (Thank you page)

Dear customer thank you so much for your answers!

Survey terminated (by button or flow condition)

Unfortunately you decided to end the survey.
Maybe next time.

Clicked the survey link of a completed/terminated survey

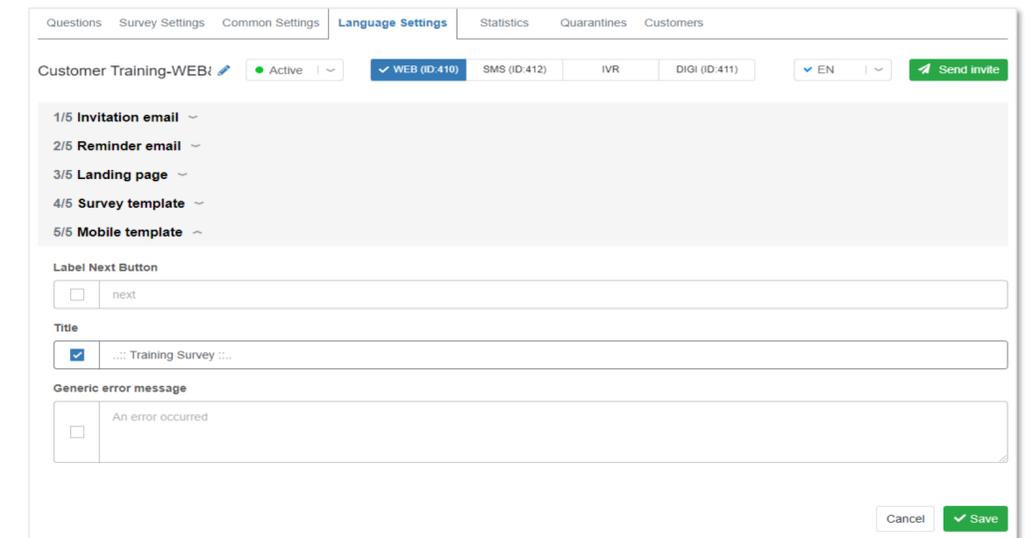
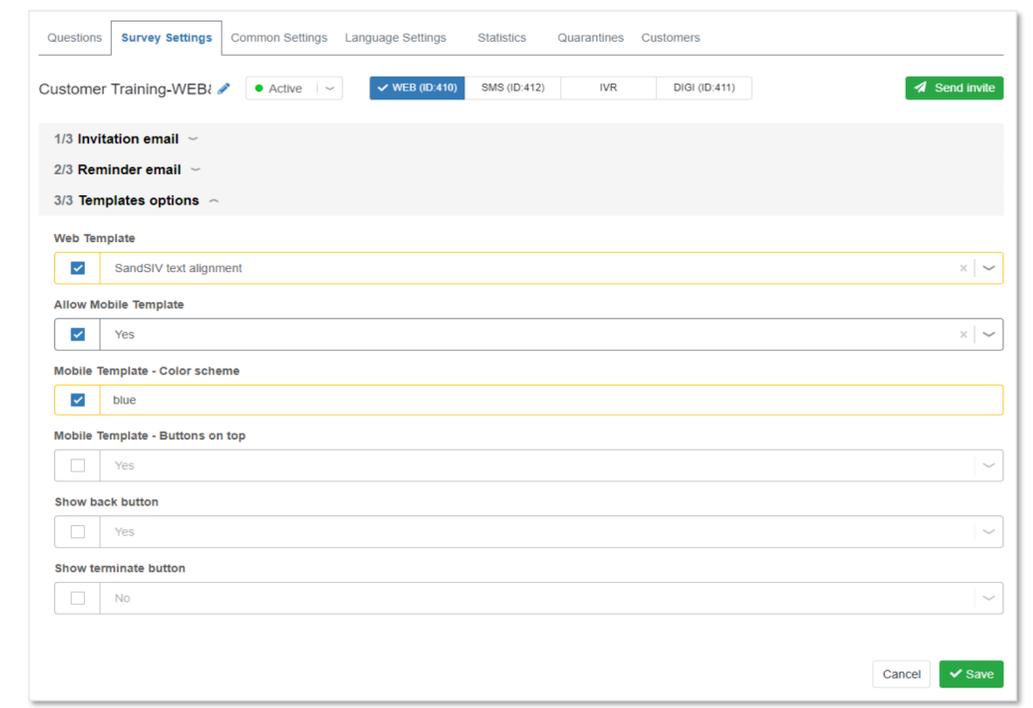
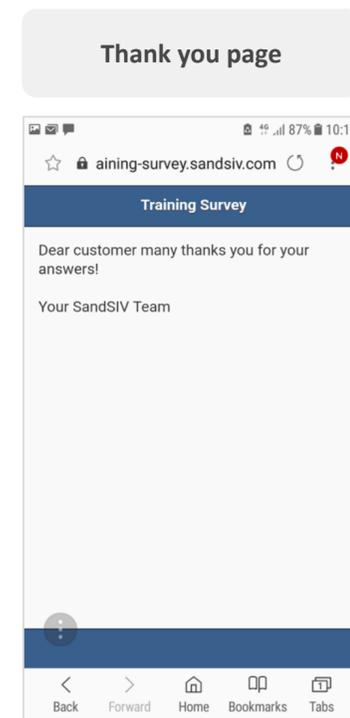
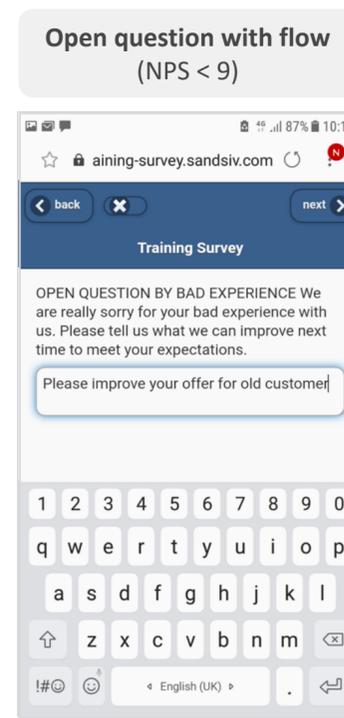
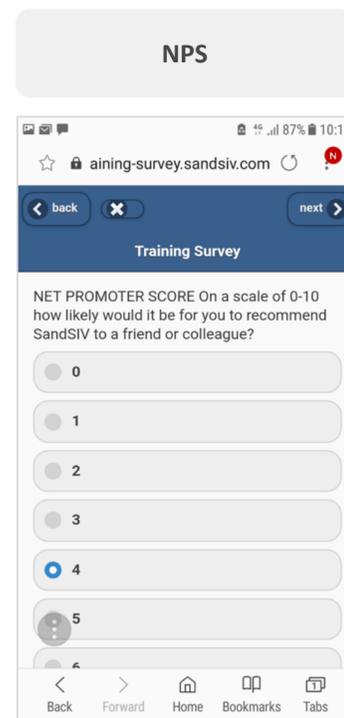
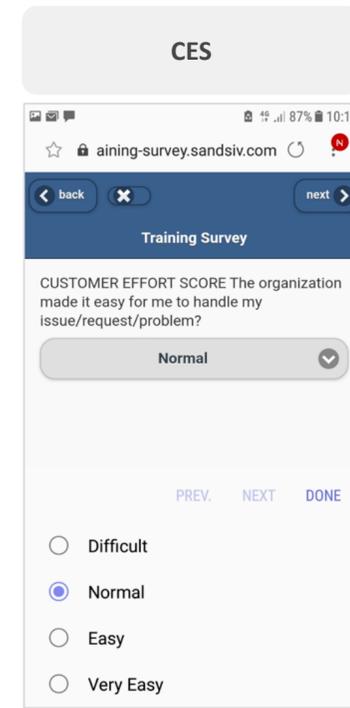
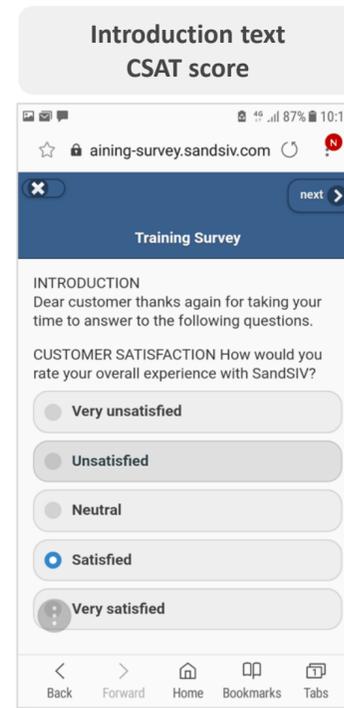
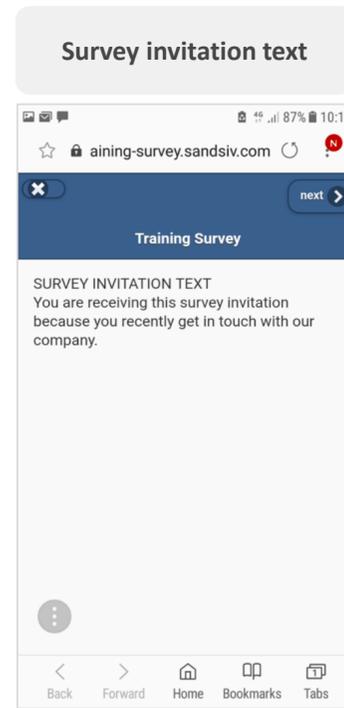
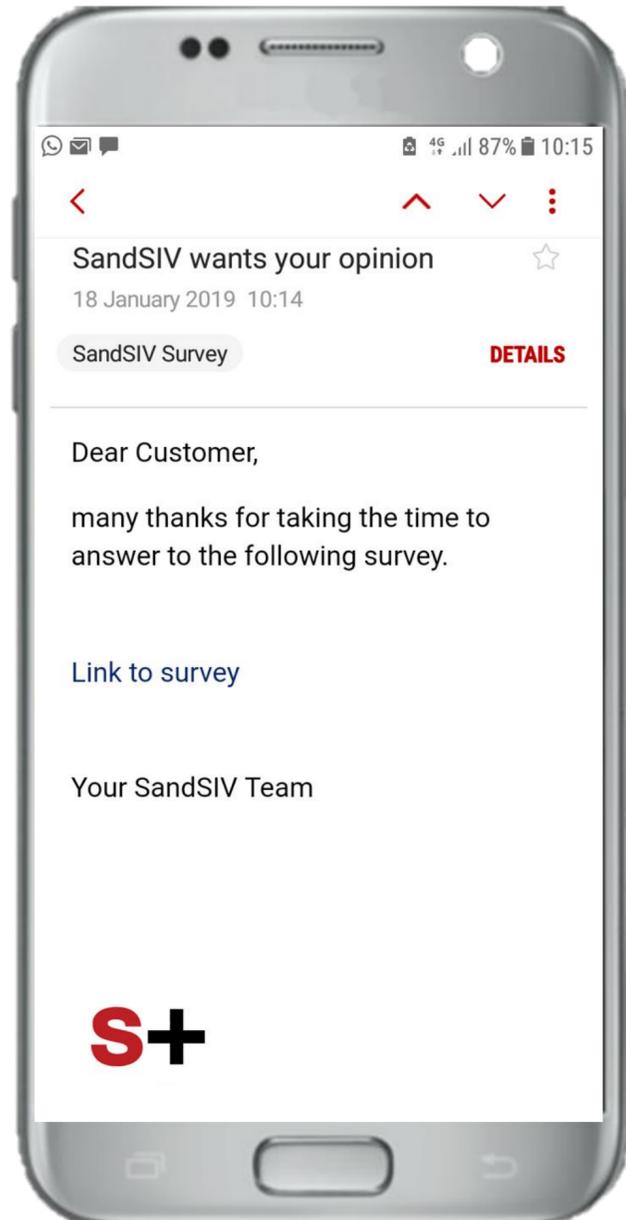
Clicked the survey link of a completed/terminated survey

Clicked unsubscribe Link

Clicked unsubscribe Link

WEB Survey creation

Smart phone look & feel



WEB Survey creation

Send, test, check & follow survey's activities

1. Add your name in the whitelist

Customer Training-WEB&DIGI Survey (\) Send invite

1/4 Alert email
 2/4 Whitelist

Addresses whitelisted

+ Add

Added values

- dwe@sandsiv.com
- jhe@sandsiv.com
- eku@sandsiv.com
- sluzhman@ukr.net
- sluzhman@gmail.com
- andrey.sluzhenko@sandsiv.com
- rostislav.pas@sandsiv.com
- artem.ivanov@sandsiv.com
- kirill.buharov@sandsiv.com
- volkan.uzakgoeren@sandsiv.com
- volkan.uzakgoeren@gmail.com**

Email Address for Bounce Emails

bounce@sandsiv.com

3/4 Common options
 4/4 VoC ACT

Cancel Save

2. Go to "Customers" and select "Send Invitation"

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*

3. Insert Email address and "Send invitation"

Send invitation

Channel: WEB

Language: EN

Address: volkan.uzakgoeren@sandsiv.com

Cancel Send invitation

4. Follow customers survey activities

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

Id	Address	State	Created	Start date	End date
<input type="checkbox"/>	25771	volkan.uzakgoeren@sandsiv.c...	invited	04-07-2020 04:00	

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

Id	Address	State	Created	Start date	End date
<input type="checkbox"/>	25771	volkan.uzakgoeren@sandsiv.c...	started	04-07-2020 04:00	04-07-2020 04:02

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

Id	Address	State	Created	Start date	End date
<input type="checkbox"/>	25771	volkan.uzakgoeren@sandsiv.c...	completed	04-07-2020 04:00	04-07-2020 04:05

5. Or check your survey's overall "Statistic"

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

Filters

Filtered by: Creation Date
 Date range: Today
 Start date: 04-07-2020
 End date: 04-07-2020
 Apply

Statistic results

1 Imported	0 Invited	100% Opened	0 Started	1 Completed
0 Terminated	0 Partial	0 Expired	100% Response rate	100% Response rate with partial

Info Section

WEB Survey creation

Invite a list of person with "import file"

<https://support.sandsiv.com/hc/en-us/articles/201177852-Import-Add-Import-and-Import-History>

1. Create your import file (event log)

SURVEY_ID	CUSTOMER_ID	ADDRESS	LANGUAGE
410	VU	volkan.uzakgoeren@sandsiv.com	EN
410	FP	francois.protopapa@sandsiv.com	EN
410	FC	federico.cesconi@sandsiv.com	EN
410	AK	assia.kassabova@sandsiv.com	EN

2. Save it as "CSV" file (UTF-8 Format)

3. Open the created list with Notepad and check the delimiter type

WEB Survey addresses import file - CSV - Blocco note

```
File Modifica Formato Visualizza ?
CUSTOMER_ID;ADDRESS;LANGUAGE
1;volkan.uzakgoeren@sandsiv.com;EN
2;francois.protopapa@sandsiv.com;EN
3;federico.cesconi@sandsiv.com;EN
4;assia.kassabova@sandsiv.com;EN
```

4. Go to "VOC Feedback-Import" and select "+ Add Import"

Import ID	Created	Survey ID	Survey Name	Channel	State	Original File	Completed	Info Log File	Error Log File
541	27-05-2020 07:09	536	Test support sandsiv 2...	DIGI	completed		27-05-2020 07:09		

5. Complete the needed fields and select "Save Import"

Import questionnaires for the survey

Info
Choose a file to import (txt or csv). Please consider export or backup your data first

Survey: 307-Customer Training-WEB Survey (Volkan)

Channel: WEB

Upload file: WEB Survey addresses import file - CSV.csv

Advanced import settings

Delimiter: ; (semicolon delimiter)

Customer Id column: CUSTOMER_ID

Address column: ADDRESS

Language column: LANGUAGE

Survey column:

Channel column:

Add Questionnaire Hash:

Cancel Save Import

6. Check the completeness your import file upload

Import ID	Created	Survey ID	Survey Name	Channel	State	Original File	Completed	Info Log File	Error Log File
491	04-07-2020 05:19	410	Customer Training-W...	WEB	completed		04-07-2020 05:19		

7. Follow customers survey activities

Id	Address	State	Created	Start date	End date
25771	assia.kassabova@sandsiv.com	invited	04-07-2020 05:19		
25770	federico.cesconi@sandsiv.com	started	04-07-2020 05:19	04-07-2020 05:22	
25768	francois.protopapa@sandsiv.com	invited	04-07-2020 05:19		
25767	volkan.uzakgoeren@sandsiv.c...	invited	04-07-2020 05:19		

! Customer !

By default Customers list shows the list of customers who were ever imported to VoC Feedback via an file. Please note that once an import is made the record of the Customer is stored even after you delete the related Questionnaire created as a result of the import.

Please go on:

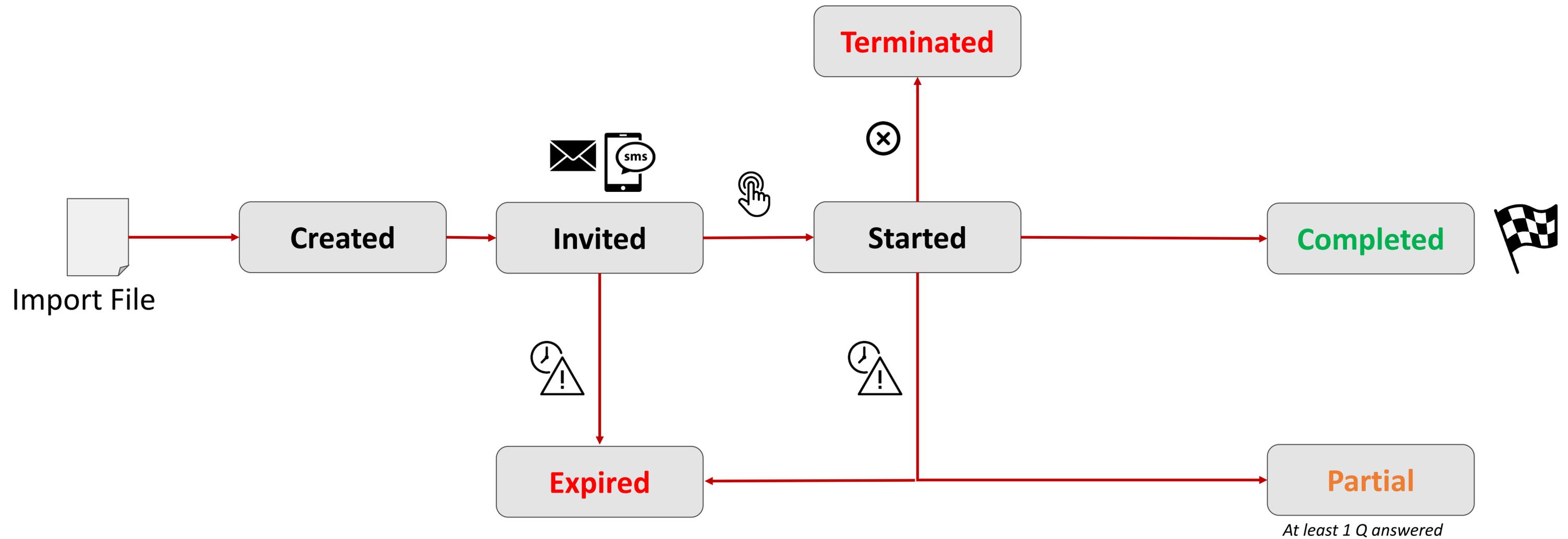
<https://support.sandsiv.com/hc/en-us/articles/115002182589-Customers>

WEB to DIGI

<https://support.sandsiv.com/hc/en-us/articles/360013890460-Inviting-customers-to-a-DIGI-channel-survey-via-SMS-or-WEB>

WEB Survey creation

Survey questionnaire status @ VOCHUB



WEB Survey creation

Quarantine rules



Quarantine overview

(<https://support.sandsiv.com/hc/en-us/articles/202302881-Surveys-Quarantine>)

Quarantine is a way to prevent the same customer to be invited into

.....

This approach revolves around the concept that if the customer was invited once they shouldn't receive other invites shortly after that. This allows to prevent an impression of spamming if your company's CRM business logic puts the same customer into multiple imports.

Quarantine status is checked at the moment

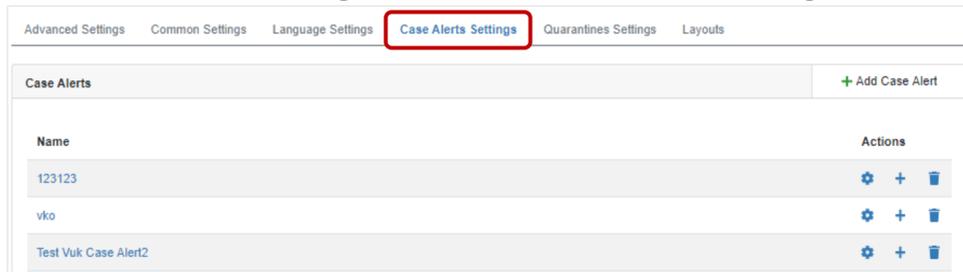
VoC Feedback is aware of the Questionnaires that already exist in surveys and can check if the customer was already invited to any of those surveys.

The survey which the customer is being imported into at the moment is called affected survey. The other surveys to which the customer could have been already invited are called "blocking" surveys. In other words, "blocking" surveys don't allow the customer to be invited into affected survey if they have a questionnaire for the customer within them already.

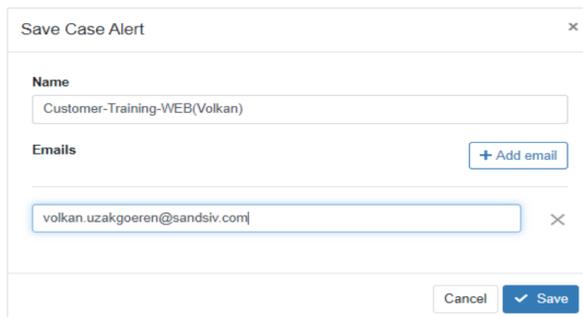
WEB Survey creation

Create your case alert

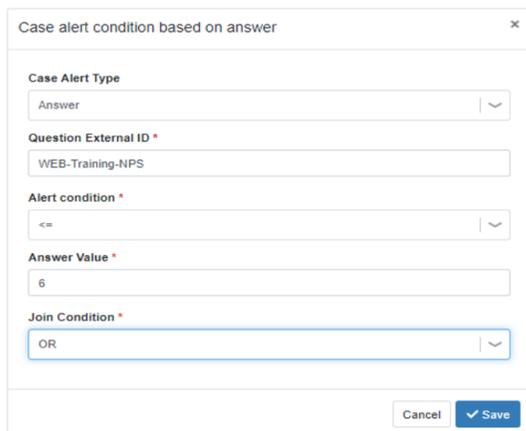
1. Go to "Global settings" and select "Case Alerts Settings"



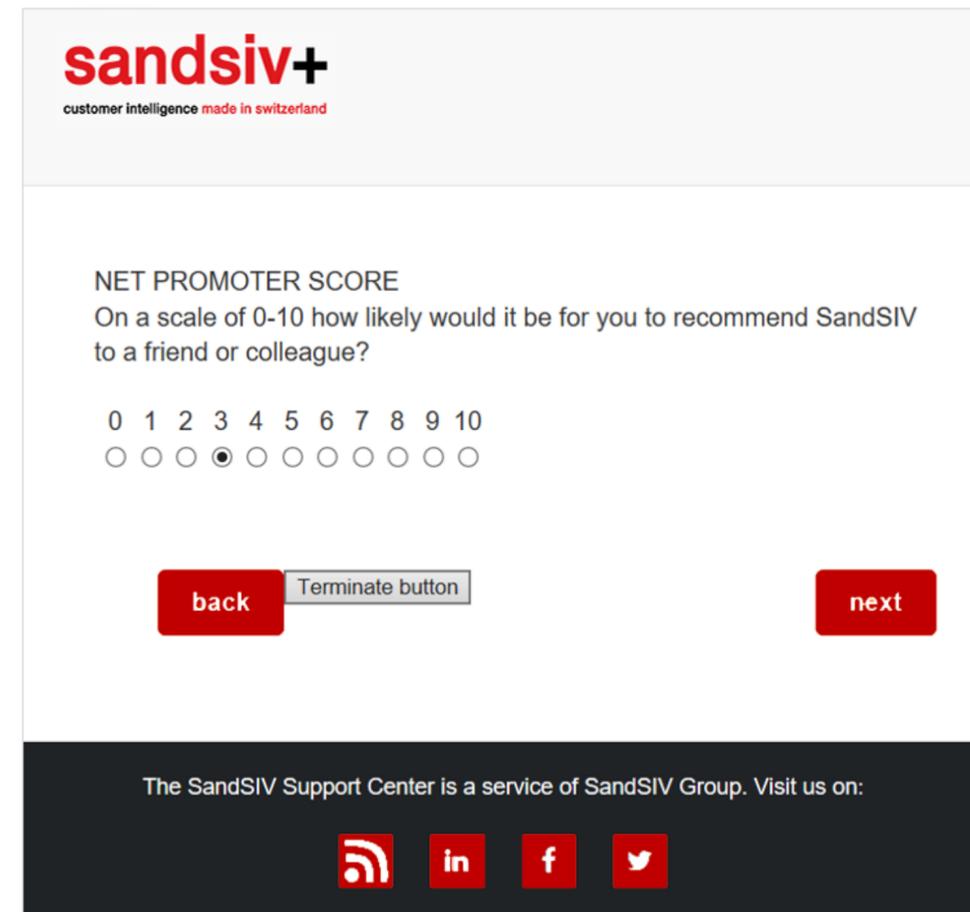
2. Insert "Emails" boxes to alert



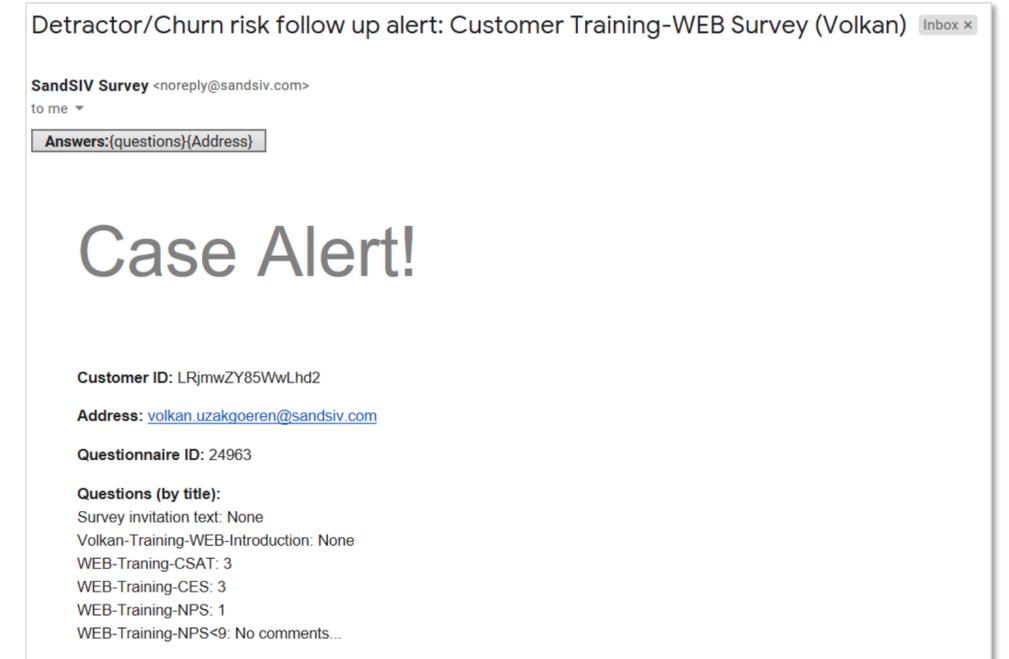
3. Add (+) your case alert according your needs
(Answer score, metadata, classifier)



4. Send and execute the survey



5. Check now your mail box



WEB Survey creation

Download survey's result & check return file content

1. Go to "VOC Feedback" and choice "Export"
2. Select the Survey result you want download

Export Results

Filtered by: Creation Date Start: 03-07-2020 End: 04-07-2020 Channel: WEB

ID	Survey	Imported	Invited	Started	Completed	Terminated	Partial	Expired	Response rate	Response rate with partial
410	Customer Trai...	5	0	0	5	0	0	0	100%	100%
534	Tutorial WEB/...	0	0	0	0	0	0	0	0%	0%
531	Test	0	0	0	0	0	0	0	0%	0%
530	Case Alert Test	0	0	0	0	0	0	0	0%	0%
526	vko survey	0	0	0	0	0	0	0	0%	0%
524	Tutorial WEB/...	0	0	0	0	0	0	0	0%	0%
522	Tutorial WEB ...	0	0	0	0	0	0	0	0%	0%
520	Tutorial WEB ...	0	0	0	0	0	0	0	0%	0%
517	Tutorial WEB ...	0	0	0	0	0	0	0	0%	0%
515	Tutorial WEB ...	0	0	0	0	0	0	0	0%	0%

3. Push on

4. Choose your adequate "Exporter"

Add Exporters

Exporter: Default Exporter

Cancel Add

5. Survey's return data are now ready in the "Export queue"

Export Queue

Selected surveys were successfully added to queue

ID	Survey	Imported	Invited	Started	Completed	Terminated	Partial	Expired	Response rate	Response rate with partial
410	Customer Trai...	5	0	0	5	0	0	0	100%	100%

6. Download the file within "Export Queue"

Export Queue

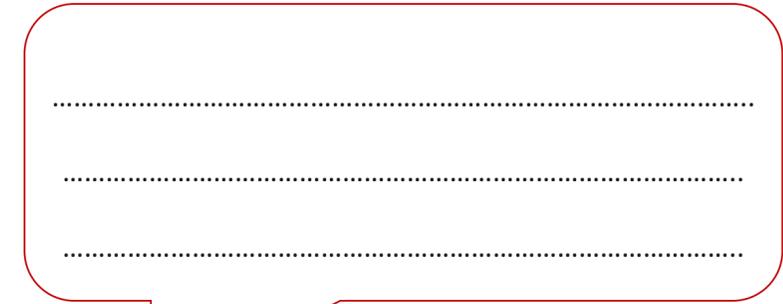
Date Added	Start	End	Survey Title	Channel	Exporter	State	File
04-07-2020 05:13	03-07-2020 00:00	05-07-2020 00:00	Customer Trai...	WEB	Default Exporter	completed	
04-07-2020 05:12	03-07-2020 00:00	05-07-2020 00:00	Test support sa...	WEB	Default Exporter	completed	
04-07-2020 05:11	03-07-2020 00:00	05-07-2020 00:00	Test support sa...	WEB	Default Exporter	completed	
04-07-2020 05:11	03-07-2020 00:00	05-07-2020 00:00	Test support sa...	WEB	Default Exporter	completed	
03-07-2020 20:32	26-06-2020 00:00	02-07-2020 23:59	QA_-_lest_reg...	WEB	Default Exporter	completed	
03-07-2020 20:31	02-07-2020 00:00	02-07-2020 23:59	QA_-_lest_reg...	WEB	Default Exporter	completed	
03-07-2020 20:30	02-07-2020 20:00	03-07-2020 19:59	QA_-_lest_reg...	WEB	Default Exporter	completed	
03-07-2020 20:29	03-07-2020 19:00	03-07-2020 19:59	QA_-_lest_reg...	WEB	Default Exporter	completed	
03-07-2020 20:28	22-06-2020 00:00	28-06-2020 23:59	QA_-_lest_reg...	WEB	Default Exporter	completed	
03-07-2020 17:51	03-07-2020 16:00	03-07-2020 16:59	kbu_demo	WEB	Kirill_Test_Exporter_C...	completed	

7. Open the file and check the content for correctness

Survey Id	Questionnaire Id	Creation	Start Time	End Time	State	Customer EXTERNAL_ID	Address	Language	Survey invitation text	Volkan-Training-WEB-Introduction	WEB-Traning-CSAT	WEB-Training-CES	WEB-Training-NPS	WEB-Training-NPS<9	WEB-Training-NPS>9
410	24947	20.01.2019 15:17	20.01.2019 15:17	20.01.2019 15:18	Completed	+0.687280001547993840		EN			5	4	5	You should improve the know hoe yours employees...	
410	24948	20.01.2019 15:19	20.01.2019 15:20	20.01.2019 15:20	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN			2	5	10		I like your new phone Z14!
410	24950	20.01.2019 15:57	20.01.2019 15:57	20.01.2019 15:58	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN			2	1	0	Keep going improving	
410	24952	21.01.2019 08:49	21.01.2019 08:49	21.01.2019 08:50	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN			2	2	4	Speriamo	
410	24953	21.01.2019 09:02	21.01.2019 09:02	21.01.2019 09:03	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN			4	5	5	This is the alert test for Volkan. Let's try it!	

WEB Survey creation

Return file



Survey Id	Questionnaire Id	Creation	Start Time	End Time	State	Customer EXTERNAL_ID	Address	Language
410	24947	20.01.2019 15:17	20.01.2019 15:17	20.01.2019 15:18	Completed	+0.68728000 1547993840		EN
410	24948	20.01.2019 15:19	20.01.2019 15:20	20.01.2019 15:20	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN
410	24950	20.01.2019 15:57	20.01.2019 15:57	20.01.2019 15:58	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN
410	24952	21.01.2019 08:49	21.01.2019 08:49	21.01.2019 08:50	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN
410	24953	21.01.2019 09:02	21.01.2019 09:02	21.01.2019 09:03	Completed	LRjmwZY85WwLhd2	volkan.uzakgoeren@sandsiv.com	EN

Title of the question defined in the survey

Survey invitation text	Volkan-Training-WEB-Introduction	WEB-Traning-CSAT	WEB-Training-CES	WEB-Training-NPS	WEB-Training-NPS<9	WEB-Training-NPS>9
		5	4	5	You should imrpove the know hoe yours employees...	
		2	5	10		I like your new phone Z14!
		2	1	0	Keep going improving	
		2	2	4	Speriamo	
		4	5	5	This is the alert test for Volkan. Let's try it!	

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