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Designer User's Guide

Survey Blocks

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- Administrator

These blocks help you to set up and offer surveys to customers.

Related documentation:

-

These blocks are used to manage surveys offered to customers.



Use the links below to learn more about each block.

Setup Survey

Sets up a survey for the customer.

Used in: **Initialization, Self Service, Assisted Service**

Surveys are typically offered during the **Self Service** phase and completed by an accepting customer after they have finished interacting with an agent in the **Assisted Service** phase. But if you have set up your survey to be **Immediate**, the customer can complete the actual survey while still in the **Self Service** phase of the application.