

# videodesk

## Customer satisfaction survey

### SUMMARY

This document presents an overview of videodesk's post-chat customer satisfaction survey feature. It explains in detail how to activate the option and how to customize your post-chat survey questions.

Last updated: December 15, 2015

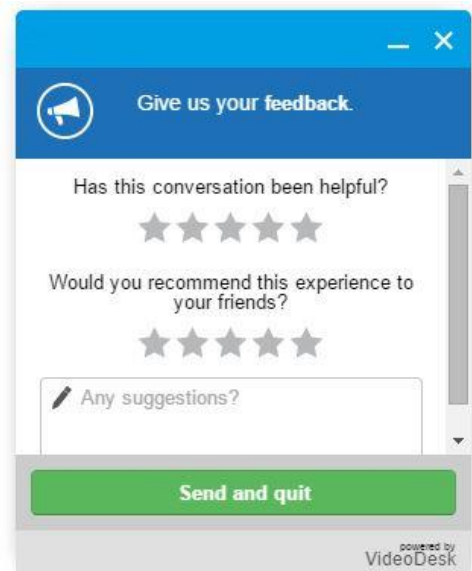
**CONFIDENTIAL**

# Table of contents

- Introduction ..... 3
- How to activate your post-chat satisfaction survey ..... 3
- Standard survey questions..... 4
- Customized survey questions ..... 4

## Introduction

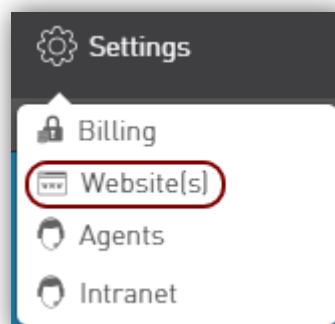
Our customer satisfaction survey feature helps you find out how satisfied your web users are with your live support system. At the end of each conversation, users are prompted to leave their feedback via a standard or custom post-chat survey, as shown below:



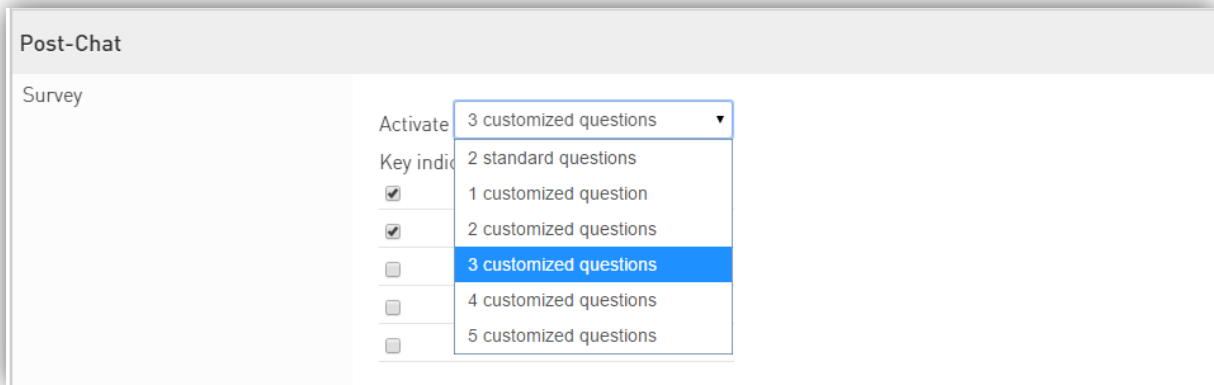
## How to activate your post-chat satisfaction survey

To activate your post-chat customer satisfaction survey, log in to your videodesk back-office.

- Open “Settings” then “Websites” and select the website you would like to apply the changes to.



- Open the “Conversations” tab and scroll down to the “Post-chat” section
- Choose to activate either 2 standard questions or 1 to 5 customized questions



- Click “Save” to validate your changes

## Standard survey questions

The standard post-chat survey questions displayed by videodesk are the following:



These questions can easily be modified at will, as explained in the following section.

## Customized survey questions

You are free to define up to five customized questions so as to evaluate your customers’ opinions with as much detail as possible. To add or edit your customized questions:

- Open “Settings” then “Websites” (if you have several websites, select the website you would like to apply these changes to)
- Open the “Display” tab then “Languages and texts”
- Scroll down to the “Texts” section and click on “Edit” to add your customizable questions

The screenshot shows a configuration interface for two survey questions. The first question, titled "Agent rating", has the text "How satisfied are you with the answers given by the agent?". The second question, titled "Customer service rating", has the text "Overall, how satisfied are you with our live video chat support system?". Each question is shown in a separate section with a "Title" field and a "question" text area.

- Fill out the title and question fields for each question
- Click on “Validate” to save your changes.

After each call, web users will now be able to assign a rating to each of these questions.

The screenshot shows a live survey displayed to users. It features a blue header with a megaphone icon and the text "Give us your feedback.". Below the header, there are two questions, each followed by a five-star rating scale. The first question is "How satisfied are you with the answers given by the agent?" and the second is "Overall, how satisfied are you with our live video chat support system?".

**Please note:**

The titles given to your customized questions will only be visible to you and the agents who have access to your statistics.

The questions will be displayed as such to your web users.

