

How to create questionnaires

To collect more information on your customers, it is possible to define a group of questions that will be asked to the contact at the end of his purchase. Customers should reply a survey form, and the answers to these questions can be extracted in a report and distributed to a third party.

Form settings

1. Organization context > Initialisation module > **Questions** menu: define the questions you want to address to your customers.



Different types of questions are available: boolean, text, telephone, address, multiple choice, etc. These types allow you to create several kinds of questions about the contact's profile (phone number, origin), their interest, how they know your institution, etc. For each question, it is possible to define the different possible answer elements, in which order they should appear and the selected answer by default. These questions will be asked for each ticket in the order. The options to choose allow you to automatically copy the same answer in all the tickets of the same order.

A parameter also lets you to link the created question to a dynamic field that can be displayed in the tickets templates. Up to 10 custom text fields are available and allow you to display the answer to a question on a ticket template.

2. Organization Context > Catalogue Module > **Questionnaire** Menu : link these questions into a questionnaire.

You could create a question form by selecting the different questions you want to ask, depending on the sales channel used and the products purchased. For each question, it is possible to define whether the answer is mandatory or not and indicate a rank which will determine the order in which the questions are displayed. After validation and activation, this questionnaire will be available on the associated sales channels.

3. Institution Context > Tools Module > Templates Menu : it is possible to include the answers on the ticket. For that point, new cst-Text fields numbered from 1 to 10 are available in the template editor.

List of empty fields?

If the list of fields (Ticket template) is empty, please contact support to activate these fields.

[How to for the support team](#)

1. Relier la question à un champ Texte personnalisé numéroté

GRAND PATRIMOINE DE LOIRE ATLANTIQUE

Questions

Statut: visible

Comment avez-vous connu cette proposition de visite ? INFO oui Texte

Question > Comment avez-vous connu cette proposition de visite ? (CD44) - Moz...

FR Comment avez-vous connu cette proposition de visite ?

FR Comment avez-vous connu cette proposition de visite ?

EN

Code * INFO

Type de réponse * Texte

Réponse par défaut

Copie de réponse automatique *

Modèle de billets

Statut

Sélectionner

Texte personnalisé 1

Texte personnalisé 2

Texte personnalisé 3

Texte personnalisé 4

Texte personnalisé 5

Texte personnalisé 6

Texte personnalisé 7

Texte personnalisé 8

Texte personnalisé 9

Texte personnalisé 10

2. Insérer ce champ Texte personnalisé sur la maquette

CD44.THERMAL

Question1

Texte personnalisé 1

Sinfonica

JOSEF Y BIRGIT

OSCYL 05

Billet valable le 19 mars 2018 à 10H00

asc_externalName amt_currency 25

Caisse ht_physicalDeskCode, le 07.05.2010 02:24, dossier opt_field

ht_taxNumber / ht_barcodeText

cst_text01

Answer to forms

On online sales, the questions form is displayed once tickets are printed. When the user clicks on Print, the system proposes to him not only to indicate the name / first name of the beneficiary, but also to answer the group of configured questions. Depending on the configuration, it is possible to take the answers from one ticket to another.

Contenu du dossier

Veuillez vous assurer de télécharger ou d'imprimer chaque billet.

Entrée

samedi 28 avril 2017 - 12:00

Whiston, 95000 Meulan

60, rue de Lille, 95000 Meulan, France

Afficher sur le plan

Taille	Quantité	Prix unitaire	Sous-total
Adulte	1	9,00 € TTC	9,00 € TTC

Plus encore imprimé

Bénéficiaire obligatoire * Vous êtes priés de saisir le nom du bénéficiaire du billet. Un contrôle d'identité sera effectué et seuls les billets au nom de leur porteur seront valides.

Nom de la venue * Tournaise Culture Littéraire

À quelle(s) catégorie(s) souhaitez-vous participer ? Monsieur/Madame

Quelle est votre catégorie socioprofessionnelle ? Sélectionner

Prénom * Anne

Noms * LICATESE

Date de naissance * jour mois année

Nationalité * Sélectionner

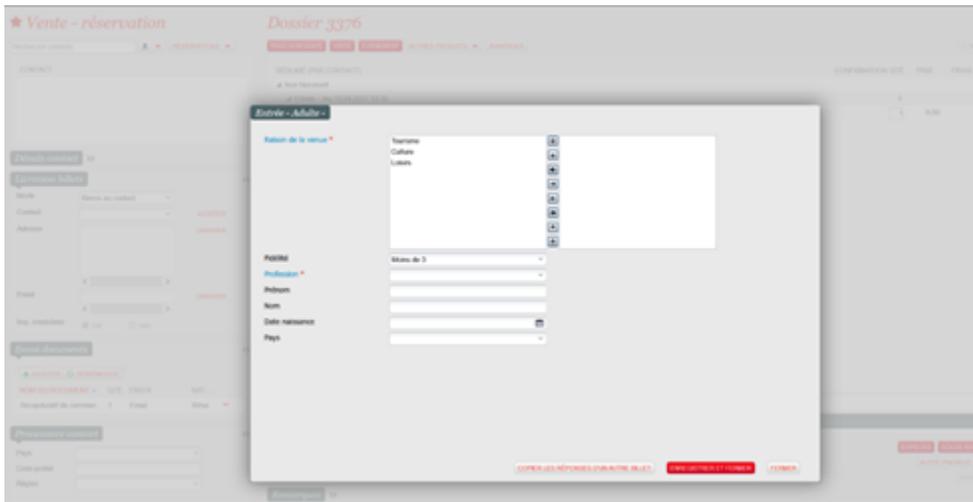
Revenir au contenu

Taille	Quantité	Prix unitaire	Sous-total
Adulte	1	9,00 € TTC	9,00 € TTC

Plus encore imprimé

Sous-total = 18,00 € TTC

In box office, the question form is displayed before payment of the order.



Use of responses

The answers to a questionnaire can be checked and modified from the file detail of a file or an order. In Sales channel Context > Sales Module > File detail Menu > Details drop-down menu > Beneficiaries, a link to the answers to a questionnaire is available from the beneficiary pop-up.

It is possible as well to export the answers of a questionnaire in a report. In Organisation > Sales management > Reports > List of questionnaires report, you can select the tickets and information to export.