Survey Responses

View Survey Responses:

Each Campaign can be searched to view the responses of individual Contacts either **manually** through Method 1 or **automatically** through Method 2.

Method 1:

1. Click Control Panel > Work Order > Surveys > Responses



- 2. Choose a **Survey** and **Campaign**. You can additionally filter your search further based on *Property, Tenant* and *Date Completed*.
- 3. Click Search. The search results will be displayed.

Survey:	Tenant Satisfaction Survey	~	Date 💿 Year: Month:
Campaign:	New Tenants	~	Completed: O From: To:
Property:		~	
lenant:		~	
Assigned To:			

4. Click View Answers to see the Survey Response Details of individual Contacts.

SEARCH RESULTS	FOR CAMPAI	GN: JULY SAT	TISFACTION SUR	VEY 2 completed	surveys
Property ~	Building	Tenant	Contact	Date Completed	
One Corporate Tower	Tower One	Turner Services	Brody Jenner	7/17/09 2:43 PM	View Answers
One Corporate Tower	Tower One	AXIS Portal	Chris Marocchi	7/17/09 1:59 PM	View Answers
Pages (1): 1					

- 1. Navigate to Control Panel > Work Order > Surveys > Campaigns
- Select a Survey for which you would like to view responses for from the drop- down menu. A list of campaigns that utilized the selected survey will display.

Note:

- The Survey Responses column displays a quick status of survey responses.
- 3. Left- click anywhere in the row of the desired Campaign except on the Campaign Name link.
- 4. A pop-up menu will display, and then click on View Responses.

Survey: Tenant Satisfaction Survey						
CAMPAIGNS					Add Campaign	
Name A	Status	Launch Date	End Date	Surveys Sent	Survey Responses	
July Satisfaction	Closed	7/17/09	10/1/09	52	2	
July Tenant Satisfaction	Created		July Satis	faction Surve	ey ^{IN}	
New Tenants	Closed	3/29/11	Edit This	Campaign		
Tenant Sat	Created		View Res	ponses		
Tenant Satisfaction	Closed	7/17/09	<u>a\30\0a</u>	51		
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- You will be redirected to the Completed Surveys Search with the search criteria and results already displayed.
- 6. Click on View Answers to see the Survey Response Details of individual Contacts.

COMPLETED SURVE	YS SEARCH					
Survey:	Tenant Satisfa	action Survey 💌	Date Completed: •Ye	ar:	Month:	
Campaign:	July Satisfaction	on Survey 💌	OFr	om:	To:	
Property:	One Corporate	e Tower 🖌				
Tenant: Assigned To:		SE/	ARCH RESET	1		
SEARCH RESULTS F	OR CAMPAIGN:	JULY SATISFACTIO	ON SURVEY 2 cor	npleted surveys		
Property V	Building	Tenant	Contact	Date Completed		
One Corporate Tower	Tower One	Turner Services	Brody Jenner	7/17/09 2:43 PM	View Answers	
One Corporate Tower	Tower One	AXIS Portal	Chris Marocchi	7/17/09 1:59 PM	View Answers	
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7. Responses are displayed as such:

SURVEY RESPO	INSE DETAILS Rec	Record 1 of 2		
Survey In	formation			
Survey:	Tenant Satisfaction Survey			
Campaign:	July Satisfaction Survey			
Date Completed	7/17/09 2:43 PM			
Contact I	nformation		-	
Contact name:	Brody Jenner			
Property:	One Corporate Tower			
Building:	Tower One			
Tenant:	Turner Services			
Phone:	213.555.6543			
Email:	veraaa76@123hotmail.com			
Answers				
Quest	ions			
1 Q: F	lease rate the level of customer service provis our management company:	ded by		
A: N	b answer			
2 Q: P	lease rate the following list of issues on levels	of		

