



Survey Reports

Help Documentation

Survey Reports

To access survey reports, click the reports icon . Then expand the Summary Reports and Survey Reports folders. The following survey reports are available:

- Survey Conversion Rate - Shows the number of surveys completed by customers compared to the number of surveys offered by agents during a set time period.
- Survey Performance - Shows the average rating of each survey.

Depending on the report selected, the following report items are available:

- Average Rating - The average overall score that the survey received.
- Conversion Rate - The percentage of surveys offered that were completed by customers.
- Survey Name - The name of the survey offered.
- Surveys Answered - The number of surveys completed by customers.
- Surveys Offered - The number of surveys offered to customers.

Note: A breakdown of survey results by level, agent, or survey is not available from the reporting section. This information is available in the survey section. To access this section, click the Knowledge button on the main toolbar and then click the Surveys navigation pane. Then expand Survey Results in the left tree view.