

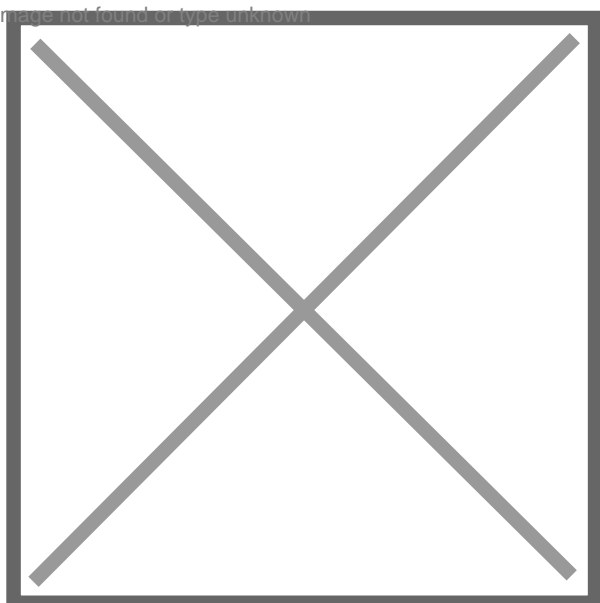
The Surveys tab displays survey results from first-party surveys sent by your company.

All Surveys

All surveys you create on the **Surveys** tab appear in the All Surveys view in either **Card View** or **List View**.


Title	Visible within the platform
Options	Edit, Create Survey Link, Copy, Delete
Status	Design, Testing, Active, Closed
Type	Regular, Conversational, Kiosk
Rating	Average star rating from submissions.*
NPS	Average NPS score from submissions.*
Stats	Sent, Started, Completed
Results	View Summary, Scores, and Details from survey submissions.
Preview	View what the survey looks like.

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*A rating or NPS question must be identified in the Survey Review settings.

Stats

Stat	Description
Sent	Number of email and/or SMS requests sent from the designated template. Choose the template(s) to associate with each survey under the Request settings when designing a survey. 
Started	Number of times a survey is opened in a browser. This includes previewing a survey.
Completed	Number of finished, submitted surveys.

Results

Click the **Results** icon  to view **Summary**, **Score** (if applicable), and **Detail** results for the selected survey. Use the top line filters to limit the data shown.

Summary

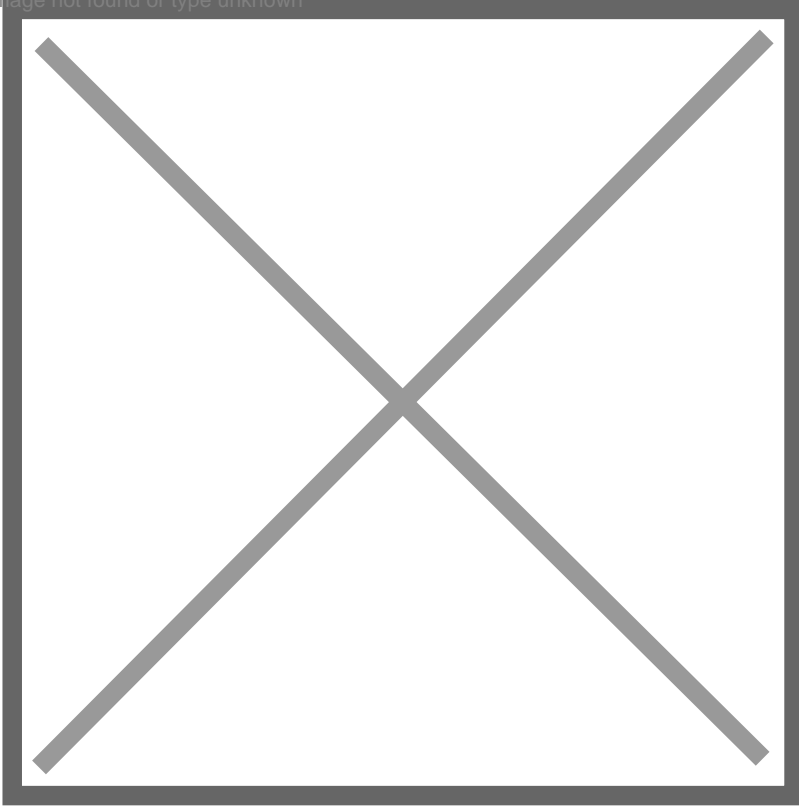
The Summary tab of the results shows graphical representations for total results. Results are grouped by:

- **Overall NPS / Overall Rating** – Sortable by time or by location (All, Top 10, Bottom 10). Toggle between NPS and Rating.
- **Question** – Graphs vary by question type.
- **Survey Properties** – Additional reportable metadata determined at the time of survey design.

Filter the Summary tab by clicking into charts in the questions section or by using the **More Filters** option at the top of the page to dive deeper into results and trends for specific answers.

Click **Save View** to save a copy of your filtered Summary tab for future reference in the **Views** dropdown.

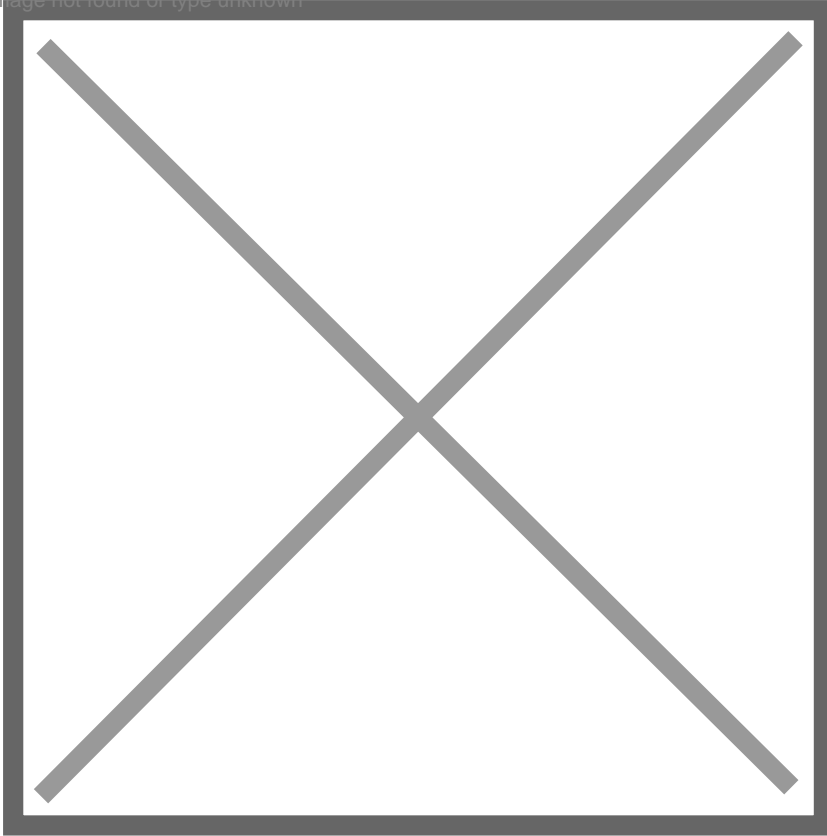
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Score

Custom scores must be built into the survey during the design process.

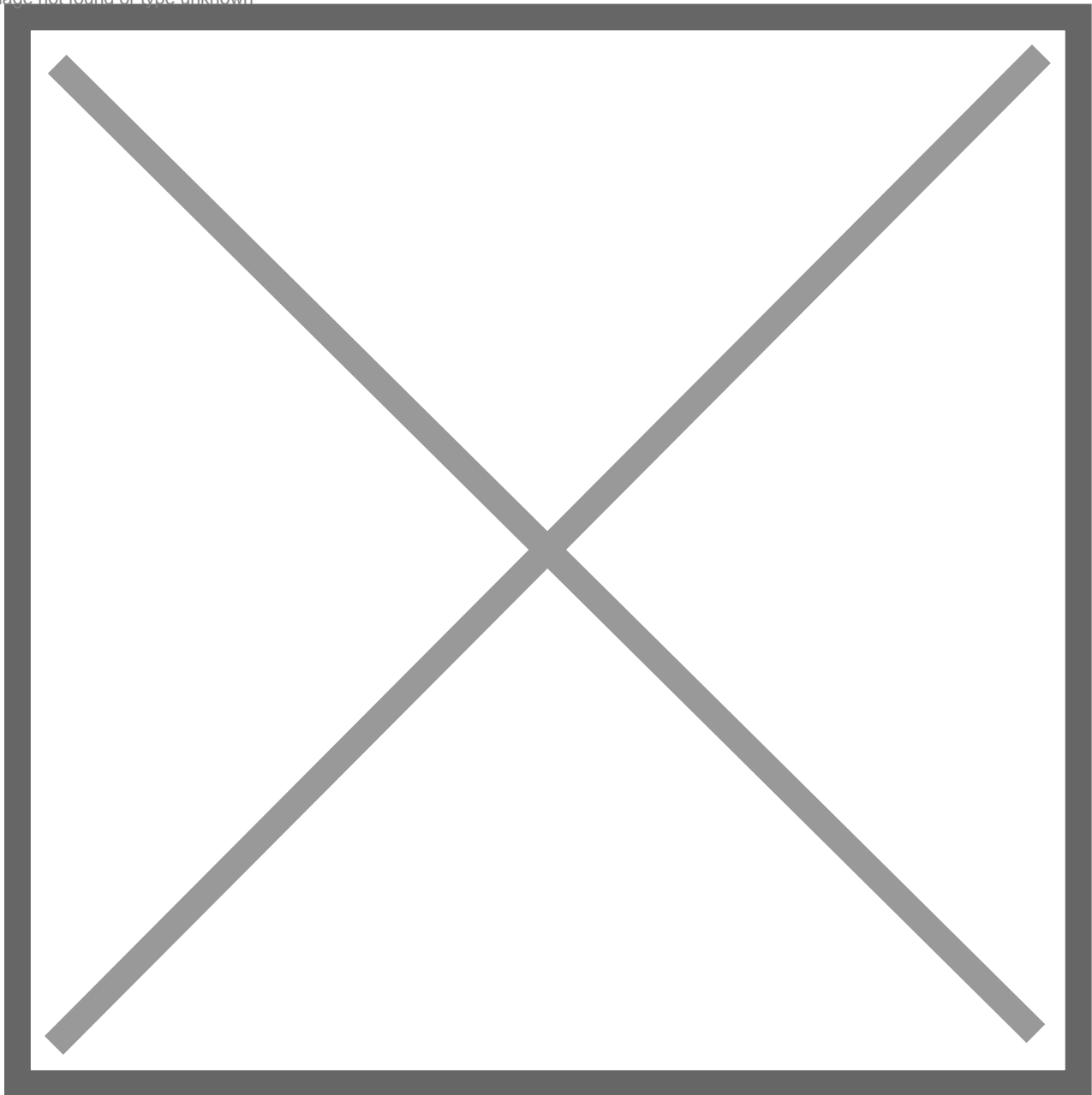
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Details

View individual survey submissions and respond to customers.

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Results Manager

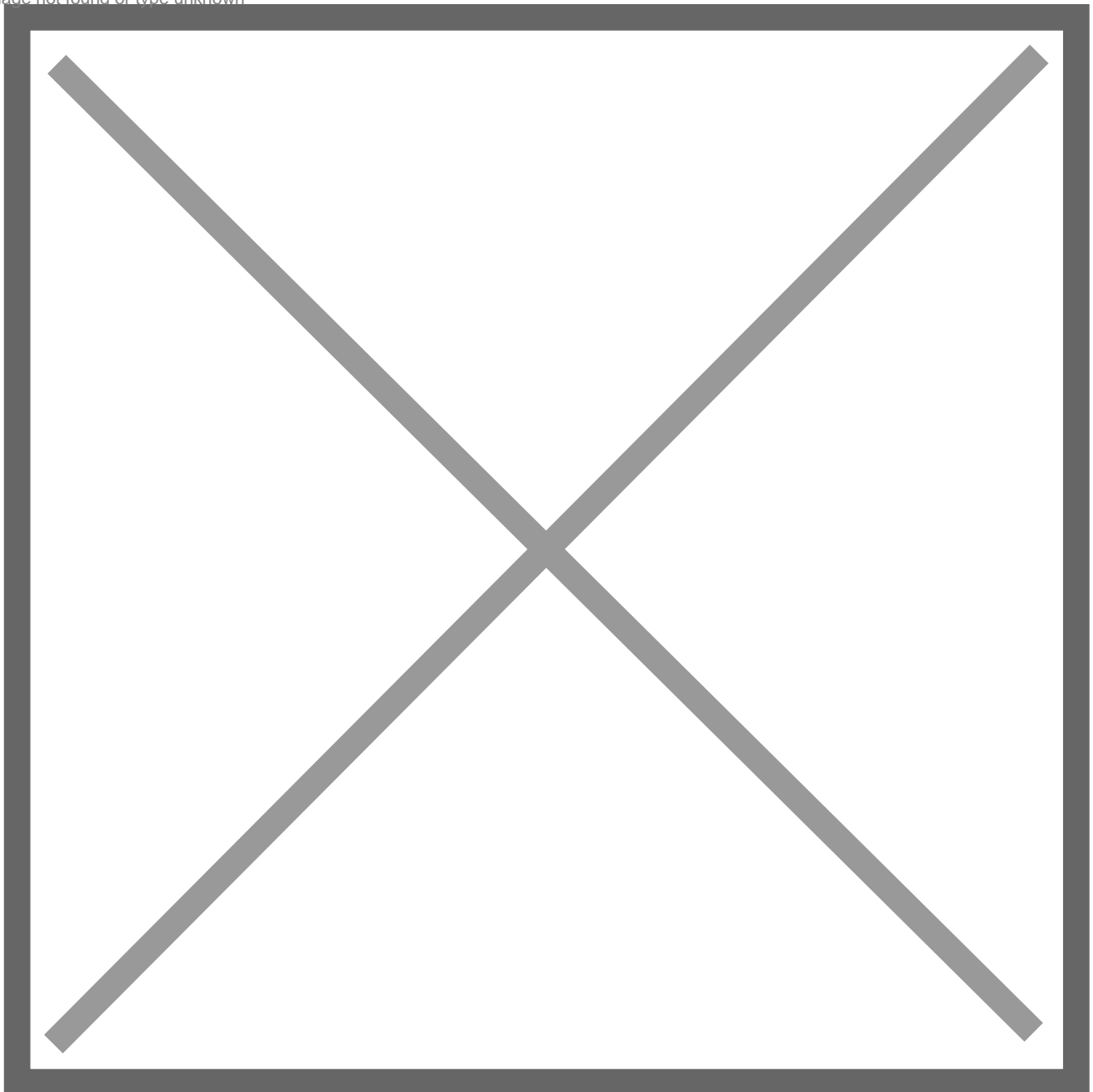
The Survey Results Manager allows you to see all responses in a single view for analysis. You can filter survey data and save as a custom view for easy access. For example, you may want to filter responses that have NPS < 3 and Category = Parking.

To use Results Manager:

1. From the **Surveys** menu, click **Results Manager**.
2. From the Surveys drop-down, select the survey you want to manage. (You can select one at a time.)
3. Click **More Filters** to filter results by survey question / value.
4. Click **Edit Columns** to customize the on-screen data shown in the results.

5. Click the ellipses to **Download as CSV** or **Schedule** the report for regular delivery.

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You can also view Overall NPS/Rating, NPS/Rating Trend, Survey Health Metrics, and a Comment Snapshot across all your surveys in the [Survey Dashboard](#).