Survey Reports

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LIVEPERSON

Survey Reports Overview

Survey Reports allow Agent Managers and Campaign Managers to view survey results, including overall completion rates of survey types, to enable specific analysis of selected answers.

Survey Reports can be an asset to both Agent Managers and Campaign Managers.

There are three main survey types that Survey Reports provide data for: Pre-Chat, Post-Chat, and offline survey. Analysis can be performed for survey completion rate, this provides insight which helps when optimizing survey forms. Additionally, survey result analysis allows you to view a detailed breakdown of the survey answers, per question.

Note: Agent Survey data is not currently available within Survey Reports.

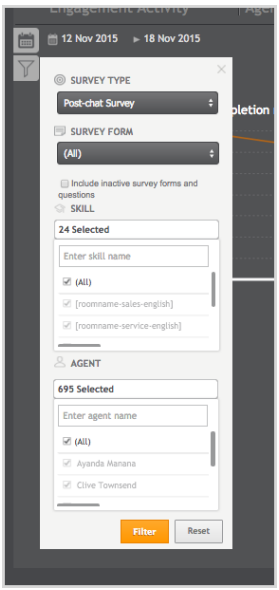
Getting to the Survey Reports

1. Click on the Visitors tab, on the top right hand corner of the screen.
2. Click on the BI icon, which looks like a data sheet, on the top left hand corner of the screen.
3. Click on the Survey Activity tab.

Filtering capabilities

This dashboard can be filtered by:

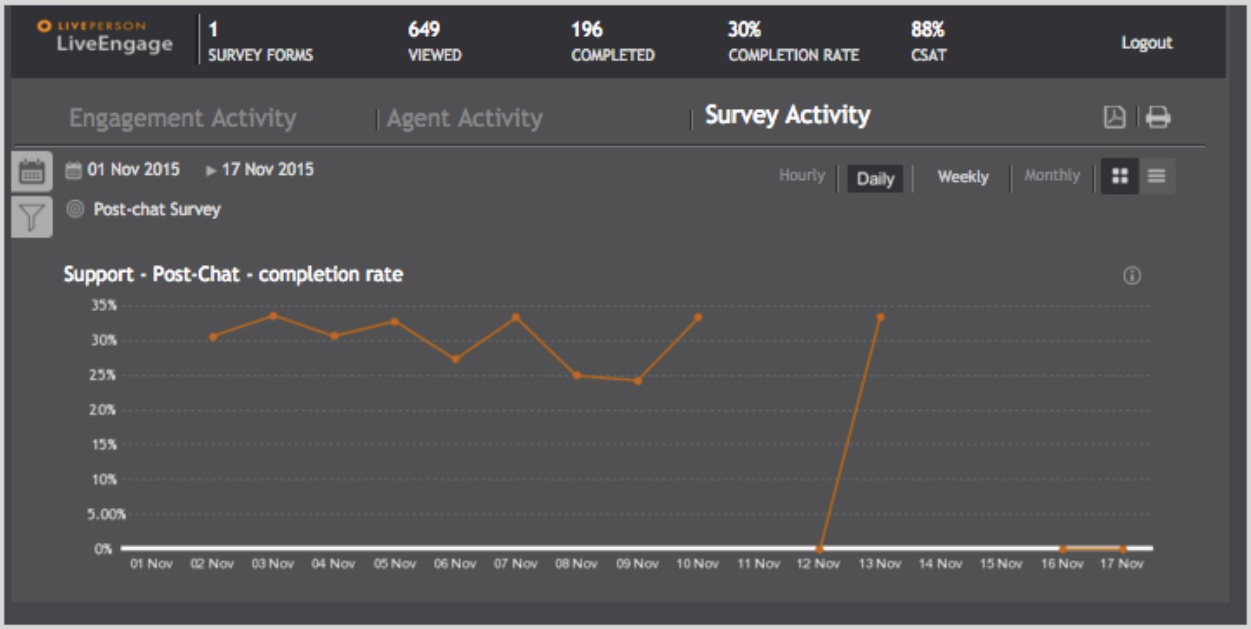
- Survey - type and name
- Group
- Skill
- Agent
- Time frame



The dashboard can be viewed on different levels:

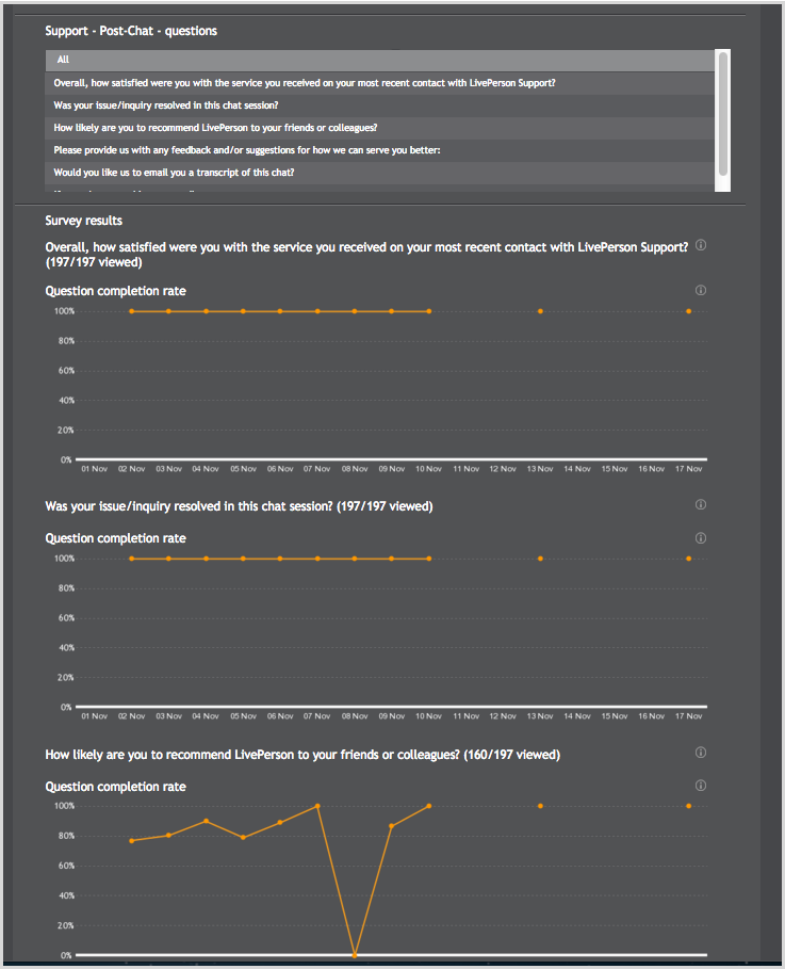
Summary of completion rate by survey for each survey type

For example, you can view the completion rate of each Post-Chat Survey.



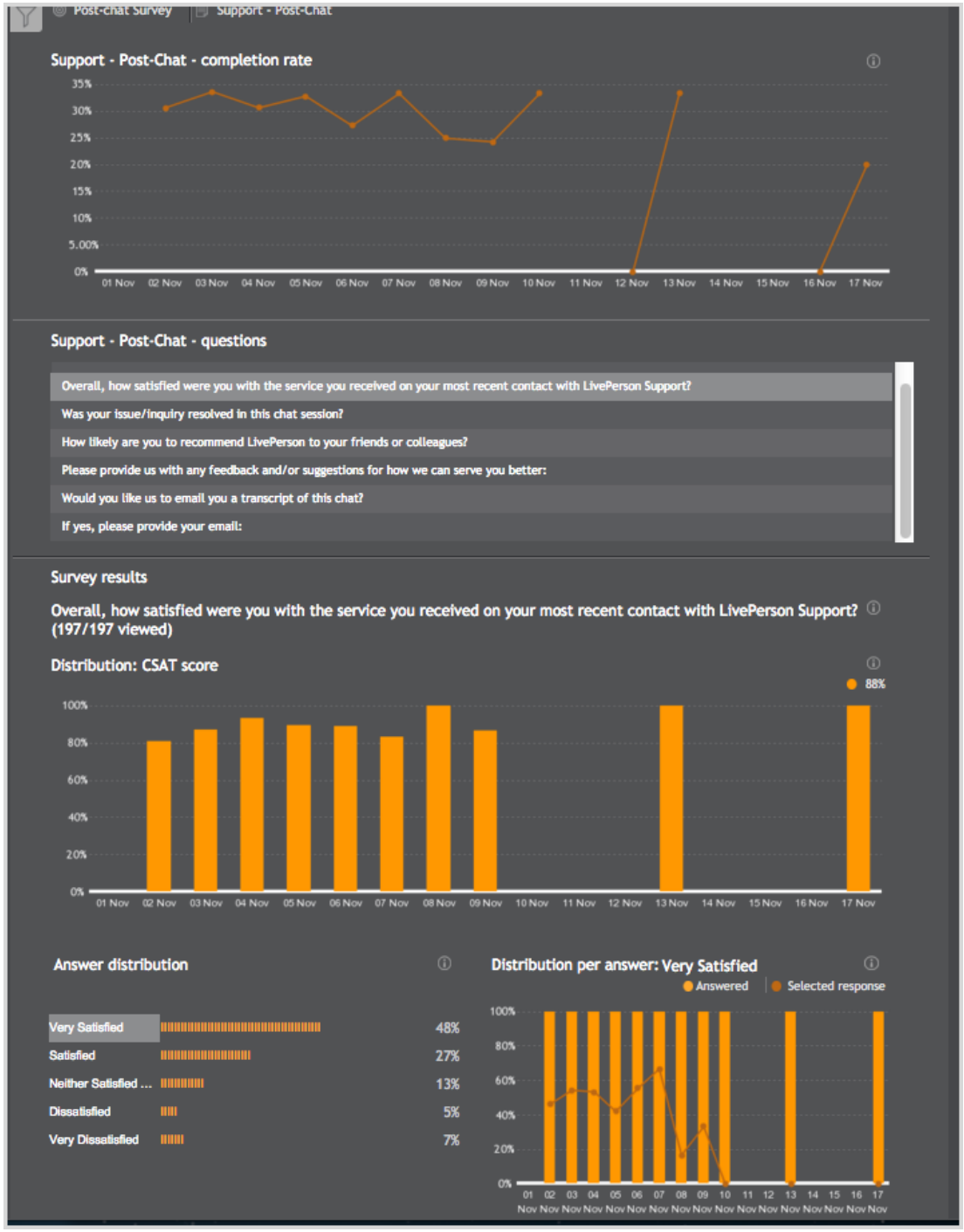
Drill down to each survey

You can select a specific survey - it is possible to see an analysis of each question within the selected survey.



Drill down to survey answers - CSAT questions

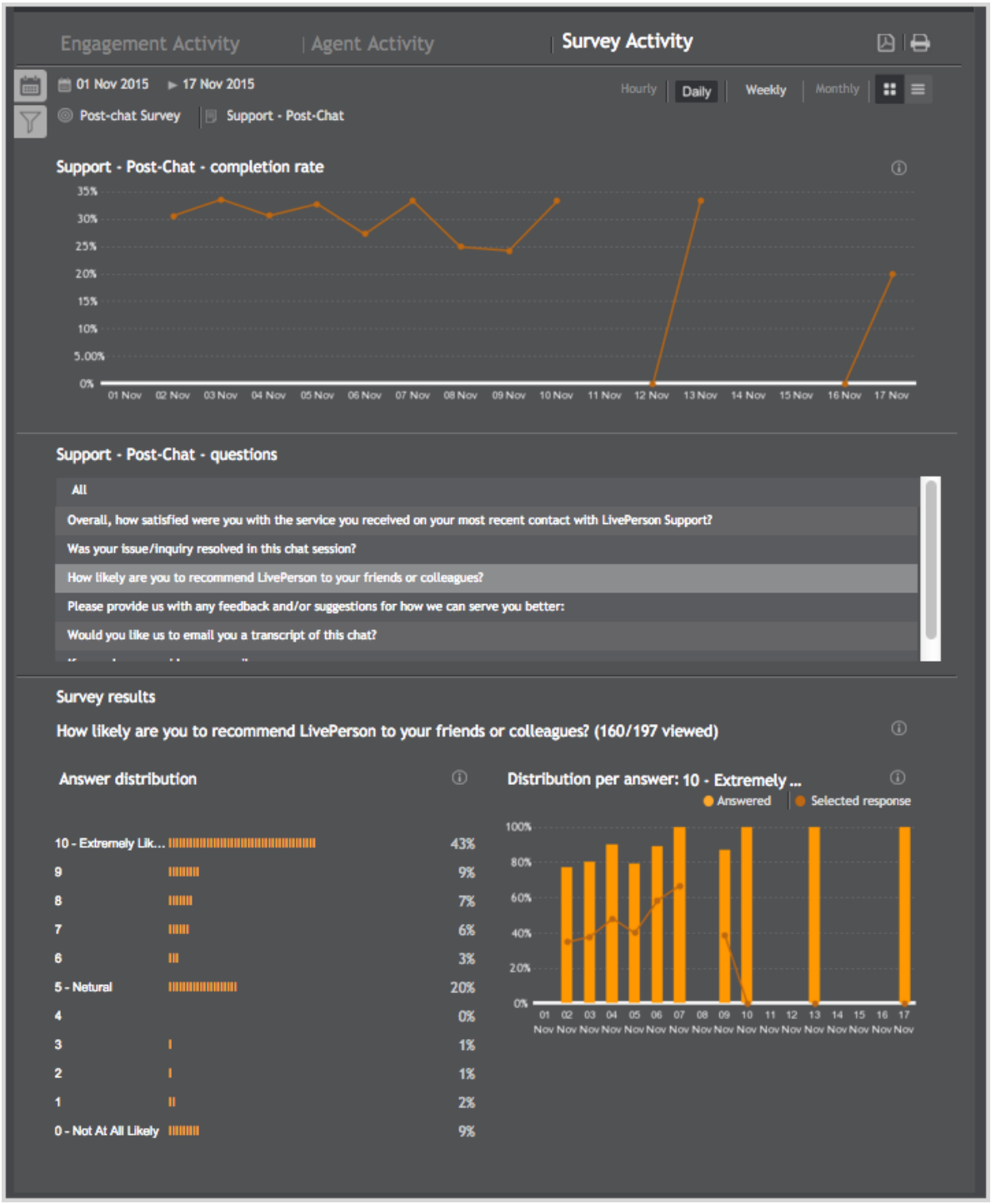
Select a specific survey question - it is possible to perform an analysis of each answer.



For question types that are marked as 'CSAT' (in post-chat surveys), the following breakdown exists:

- **Score distribution by month**: Displays the average CSAT calculated for this particular survey over time, showing daily trend.
- **Answer distribution**: Displays the distribution of answers per multiple choice question.
- **Distribution per answer**: Clicking on an answer in the 'answer distribution' widget will update this graph to display the completion rate of this question with an overlay of that particular answer rate.

Drill down to survey answers: Multiple Choice Questions

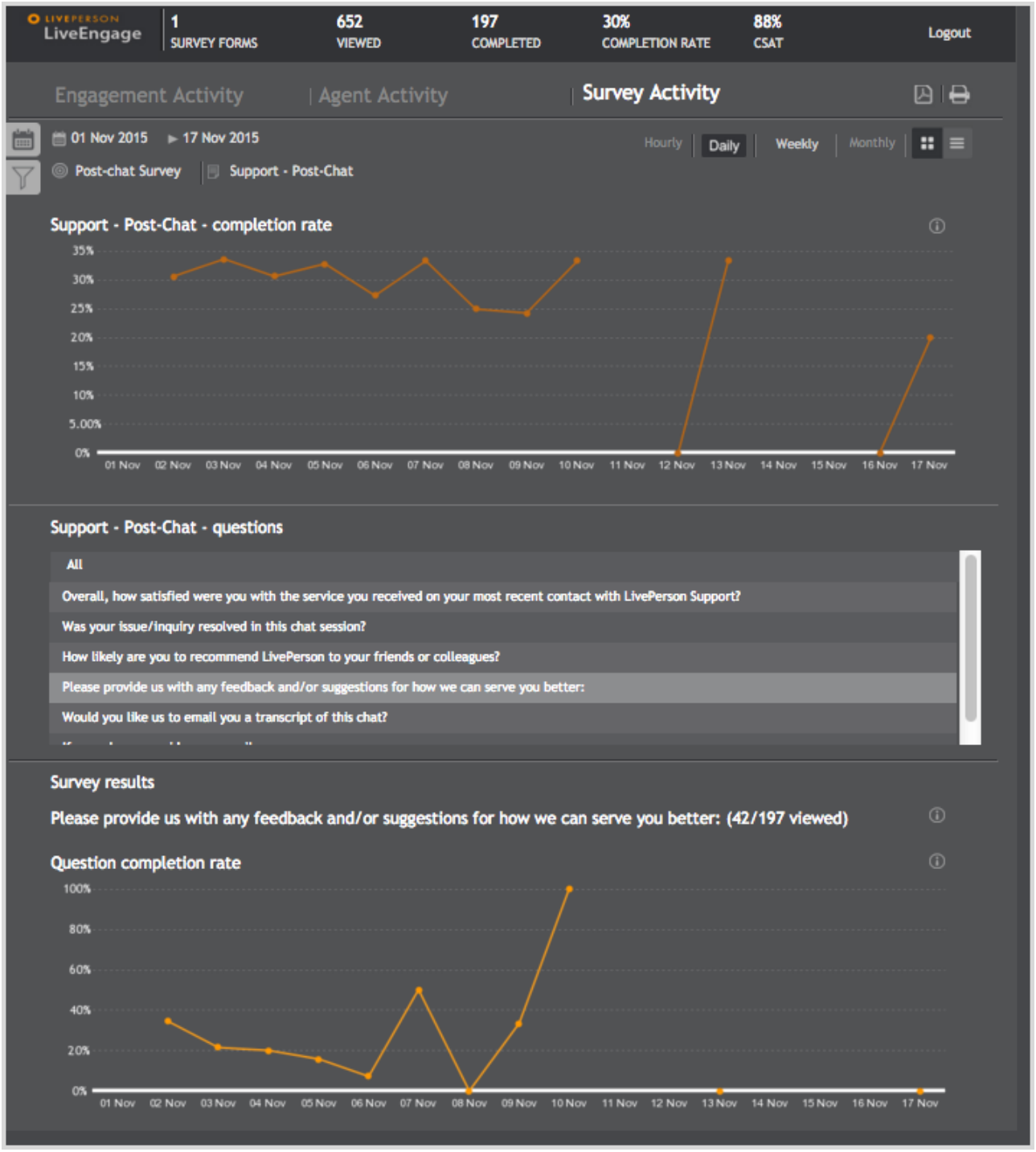


Select a specific survey question - it is possible to perform an analysis of each multiple choice question's answer.

- **Answer distribution**: Displays the distribution of answers per multiple choice question.
- **Distribution per answer**: Clicking on an answer in the 'answer distribution' widget will update this graph to display the completion rate of this question with an overlay of that particular answer rate.

Drill down to survey answers - Free text questions

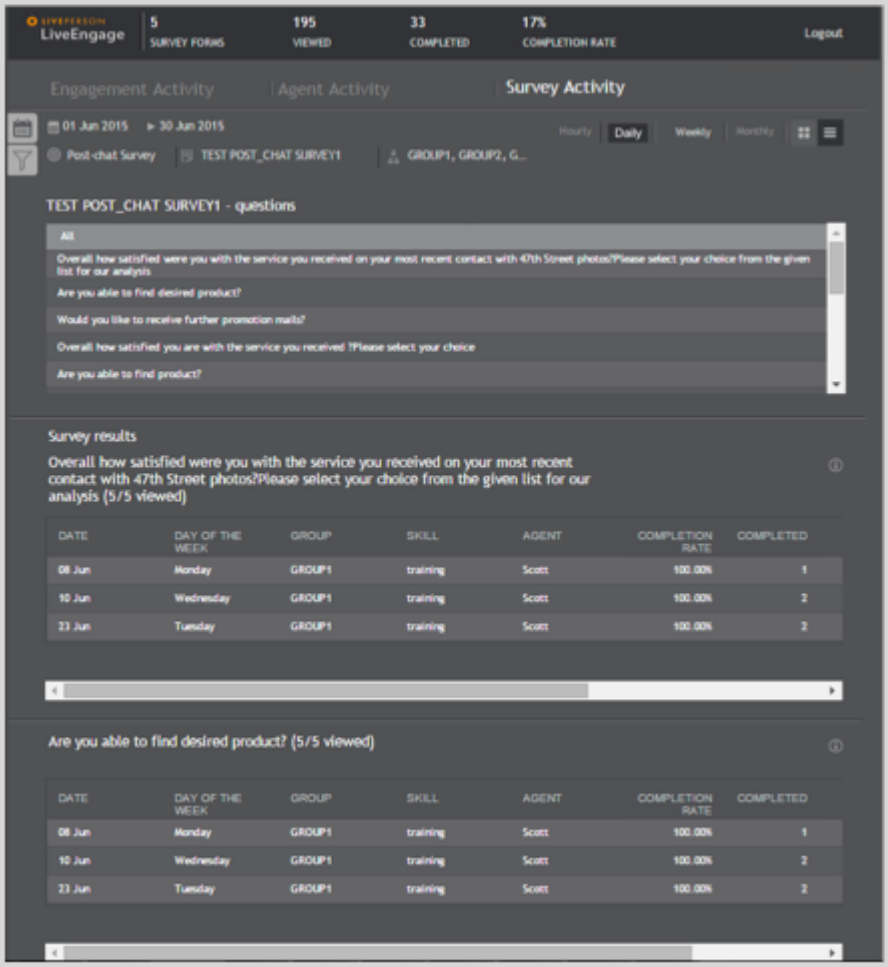
See an example of a free text question. For this type of question, the completion rate of the question will be displayed. If you would like to see the free text response itself, that is available in the Engagement History area.



Note: The results displayed are for multiple choice answers, not free text. Free text responses can be viewed in the Engagement History area.

Grid View

All the above analysis and additional statistics exist in grid view form as well as in our other dashboards. You can access the Grid View by clicking on the grid icon on the top right hand corner of the screen. Please note, the grid may not be able to display data when trying to run the report for long time periods. Try choosing a shorter time-frame (one or two days) or use 'Survey Activity Dashboard' in the Report Builder. See more details on the Report Builder predefined dashboards here or the Report Builder Overview document.



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