



Dropdown (One Answer/Many Answers)

The Dropdown (One Answer) question type allows the respondent to select only one answer from a list of choices provided by you in the dropdown.

For example, assume that you're planning to rebrand your cafe and want to conduct a survey to understand what your customers think about it. A dropdown question would be ideal to identify the age group of your customers. With the information you gather from this, you can precisely update your menu as per the age groups of customers that visit your cafe and even plan kids' meals if your frequent customers are accompanied by children.

Dropdown (One Answer) question sample:

Café Customer Feedback Survey

How old are you?

Select ▼

[Submit](#)

The information collected through this survey will be used in accordance with our [Privacy Policy](#)

The Dropdown (Many Answers) question lets the respondent choose more than one answer from a dropdown list of choices.

For example, in a customer satisfaction survey you're conducting at your cafe, you could ask your customers about their preferences for adding a new variety of cold beverages.

Dropdown (Many Answers) question sample:

Cafe Customer Satisfaction Survey

What kind of cold beverages would you like us to serve at our cafe?

Virgin Mojito x Strawberry Slush x

--- Select ---

- Fresh Lemon Juice
- Chocolate Nutty Splash
- Other Soft Drinks

Submit

To add a dropdown (one answer/many answers) question in your survey:

1. Click **Dropdown (One Answer)** or **Dropdown (Many Answers)** in the question types listed on the left pane. You can also drag and drop the question type to the builder. To change the question type, you can click the dropdown next to the question type's name in the question editor. However, the choices for change are related to the question type you have selected. For example, if you selected a dropdown question type, you can only change it to its variants available in the dropdown list.

X **Dropdown (Many Answers)** ⇅

Editor Display Logic Answer Display Logic

Question Insert Variable ▾

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What kind of cold beverages would you like us to serve at our cafe?

65457

Make this question mandatory

Answer

Choices Predefined Choices ▾

Fresh Lemon Juice + X

Virgin Mojito + X

Chocolate Nutty Splash + X

Strawberry Slush + X

Add 'Other' field

Field label

Other Soft Drinks

Advanced options

Change the order of choices

Mark choices as exclusive

Prepopulate answer

Add 'Comments' field

Question hint

CANCEL SAVE

2. In the *Question* box, type your question.

- If you want to mark the question mandatory, select the *Make this question mandatory* checkbox.
- If you want to make changes to the default *Error message* text that displays, edit the content in the text box.

- In the *Required number of choices* dropdown list, select the number of rows you want to keep as mandatory. This can be in the form of at least, at most, exactly, or in between. This option appears only if the *Make this question mandatory* checkbox is selected.
- If you want to pipe in custom variables or variables from previous questions and customize the follow-up questions, click *Insert Variable* right above the *Question* box, and select the variable you want to use from the list. Read more on [Piping](#).

3. In the *Choice* section, you can add the answer choices in the following ways:

- If you are copying and pasting the choices in the *Answer* box, make sure you type in each choice on a separate line.

The screenshot shows the 'Answer' section of a survey builder. At the top, it says 'Answer'. Below that, there's a 'Choices' section with two options: 'Individual Text Boxes for Each Choice' (which is selected and highlighted in blue) and 'Predefined Choices' (with a dropdown arrow). Below these options is a large text input box with the placeholder text 'Enter one choice per line'. At the bottom left of the input box area, there is a checkbox labeled 'Add "Other" field'.

- If you want to add choices separately, click **Individual Text Boxes for Each Choice** right above the *Answer* box, and start adding choices. Click + to add more boxes, and click X to delete choices.

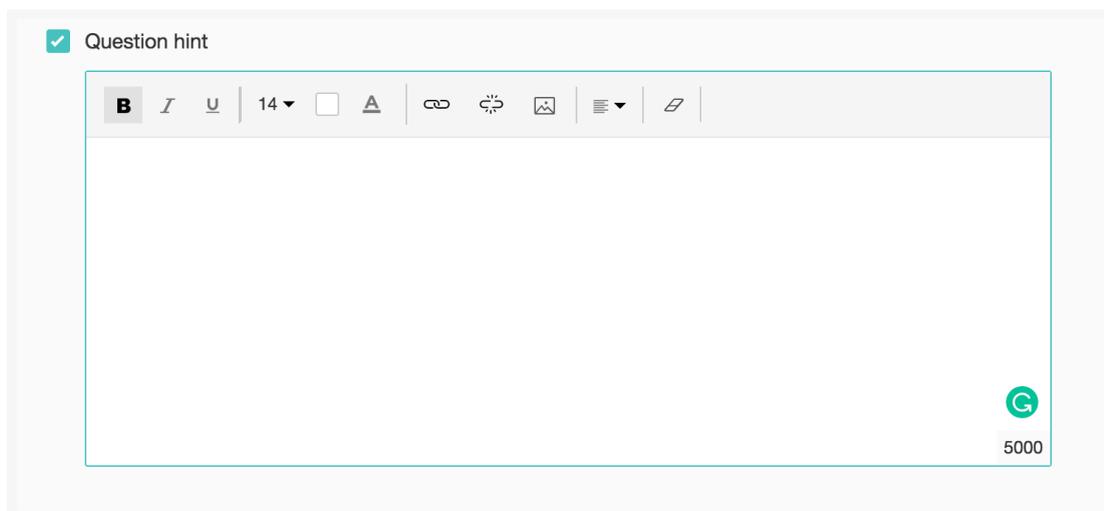
The screenshot shows the 'Answer' section of a survey builder. At the top, it says 'Answer'. Below that, there's a 'Choices' section with two options: 'Copy and Paste Choices' (which is selected and highlighted in blue) and 'Predefined Choices' (with a dropdown arrow). Below these options are two separate text input boxes, each with the placeholder text 'Enter choice'. To the right of each input box are two small icons: a plus sign (+) and a cross (X). At the bottom left of the input box area, there is a checkbox labeled 'Add "Other" field'.

- If you want to add choices that are predefined, click **Predefined Choices** and select the choice you want to use in the survey.

The screenshot shows a list of predefined choices for a survey question. The list is organized into three sections:

- Demographics**: Gender, Marital Status
- Scaling**: Agree-Disagree, Good-Poor
- Perspective View**

- If you want to add the *Other Choice* field along with your answer choices, click *Add 'Other' field*. If you want to make changes to the default *Field label* text that displays, edit the content in the text box.
4. To learn what else you can do with the question, click **Advanced options**. You can perform the following actions:
- Select **Change the order of choices**. You can perform the following actions here:
 - **Randomize for each respondent** - To change the order randomly for each respondent
 - **Flip for each respondent** - To show the choices in the opposite order for each respondent
 - **Rotate for each respondent** - To rotate the choices for each respondent
 - **Ascending sort** - To arrange the choices in the ascending order
 - Select **Don't randomize the last few choices** if you want to select the number of choices that needn't be randomized
 - To add a comments box, select *Add 'Comments' field*. If you want to change the name of the field, in the *Comments field label* box, type in the new field name.
 - The [autofill or prepopulate answer](#) feature allows you to prepopulate single-variable survey responses automatically before sending them to the respondents. To prepopulate answers for a known respondent, select **Prepopulate answer**.
 - **Question hint** is used to add hints to your question and help your respondents get a clear idea of what your questions are all about. This feature is optional and is available only for certain types of questions.



5. Switch to the [Display Logic](#) and [Answer Display Logic](#) tabs to add a logic condition to the question and answer choices respectively.
6. To save the changes, click **Save**.
7. To discard the changes, click **Cancel**.

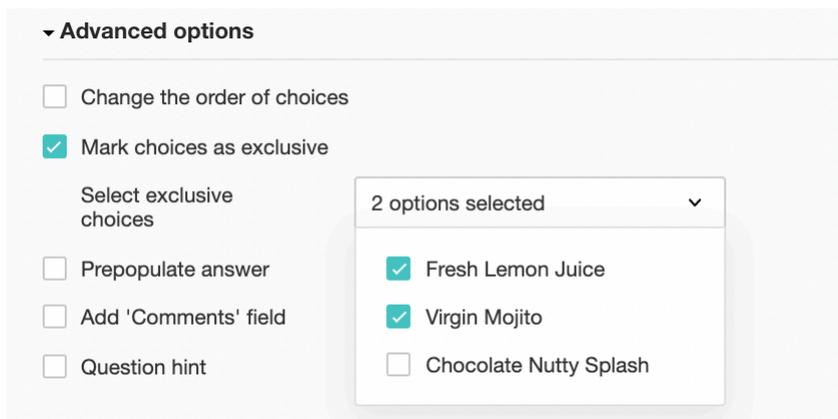
Choices exclusive of one another

When you mark an option as exclusive, all the other choices in the dropdown (many answers) question get disabled. This restricts the respondent from picking other answer choices, even if they have already picked some other choices marked as exclusive previously. For example, you can use this feature to question a customer

interested in pets. You can ask the customer if he/she is owning a 'cat', 'dog', 'bird', or 'none of the choices'. The customer can choose any of the pets that he/she has from the list, as they are not marked as exclusive, but when they select 'none of the choices', the question restricts the customer from picking the other answer choices.

To mark a choice as exclusive:

1. Click **Dropdown (Many Answers)** in the question types listed on the left pane.
2. Click **Advanced options** and select *Mark choices as exclusive*.
3. Select the option(s) you want to mark as exclusive.
4. Click **Save**.



▼ **Advanced options**

- Change the order of choices
- Mark choices as exclusive
- Select exclusive choices
 - Prepopulate answer
 - Add 'Comments' field
 - Question hint

2 options selected ▼

- Fresh Lemon Juice
- Virgin Mojito
- Chocolate Nutty Splash