



General

About Questions

To mark a question as mandatory:

Select the *Make this question mandatory* checkbox. If you want to edit the default error message that displays on skipping a mandatory question, you can remove the message or make necessary edits in the *Error message* field.

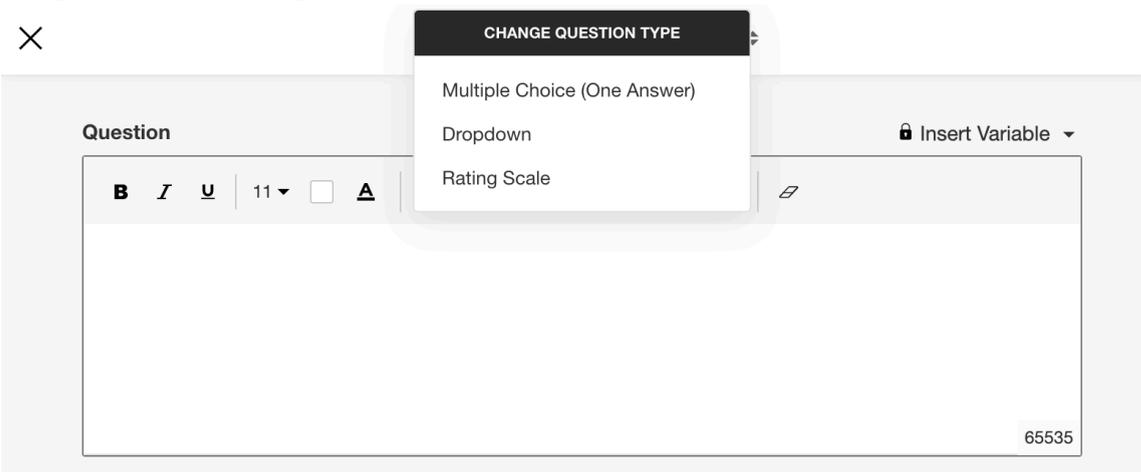
Make this question mandatory

Error message

This question is mandatory

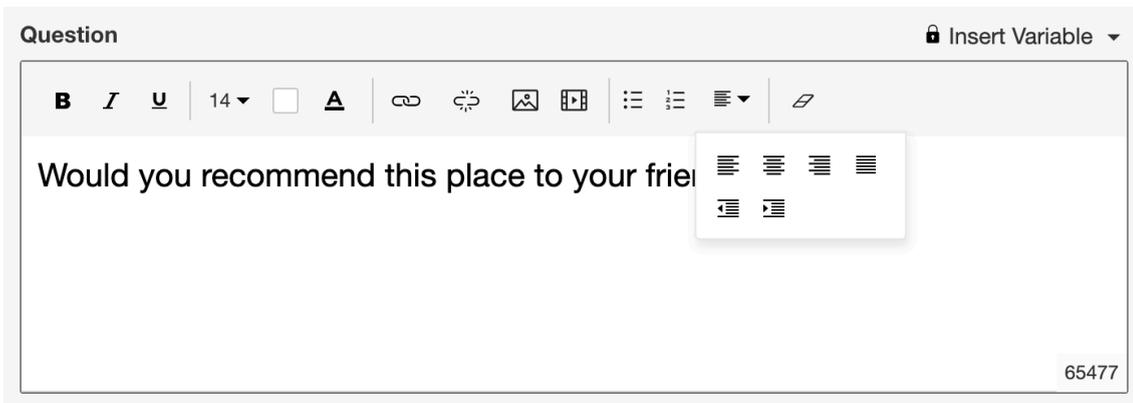
To change the question type:

You can change the question type by clicking the dropdown next to the question type in the question editor. However, the choices for change are related to the question type you have selected. For example, if you selected a [multiple-choice question type](#), you can only change it to its variants available in the list. You can select an option from the drop-down.



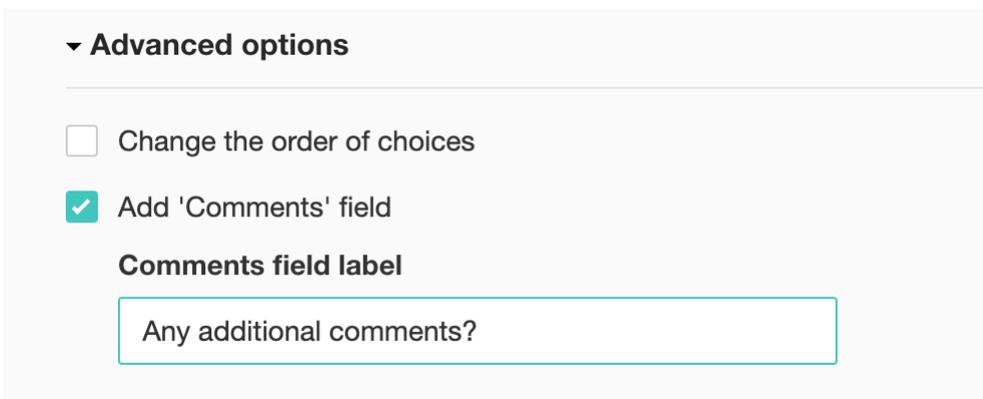
To change the alignment of the text in a question:

1. Click a question (except [Full Name](#) and [Contact Information](#)).
2. Click the paragraph icon to align the text the way you want. You can align it to the left, right, and centre, and also justify. You can also add and remove indents by using *Indent* and *Outdent* respectively.
3. Click **Save**.



To add a comments box:

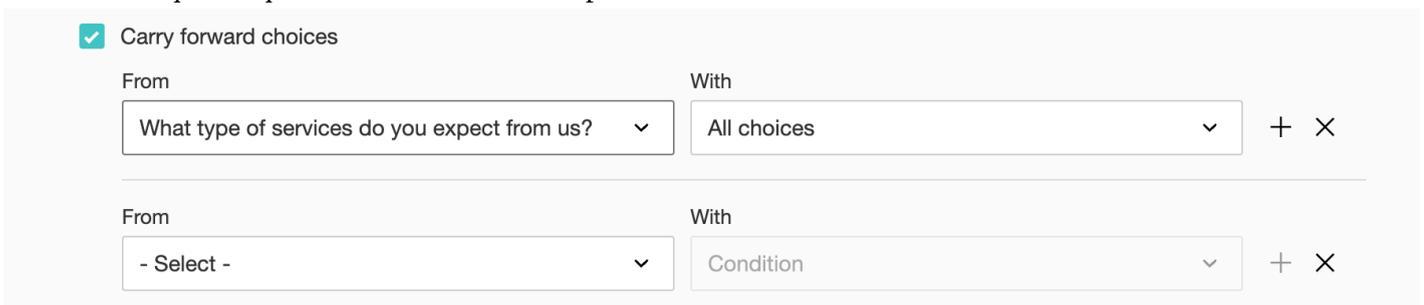
1. Select a question.
2. Select **Add 'Comments' field** in the *Advanced options* section.
3. If you want to change the name of the field, type in the new field name in the *Comments field label* box.



To add Carry forward choices:

Carrying the choices made by a user in a particular question as choices in upcoming [questions](#) can make your surveys more interesting. The answers that they choose for a particular question will be provided as choices in the questions that follow.

1. Select the question for which you need to add the option and select the **Carry forward choices from previous questions** checkbox below the **Individual Text Boxes for Each Choice** in the *Choices* section.
2. Select the required question in the **From** dropdown.



3. Select the required action in the **With** dropdown. You can select the following options here:
 - a. **All choices** - To display all the choices

- b. **Displayed choices** - To display only the displayed choices
- c. **Not displayed choices** - To display the choices that are not displayed
- d. **Answered choices** - To display the answered choices
- e. **Not answered choices** - To display the unanswered choices

- All choices ✓
- Displayed choices
- Not displayed choices
- Answered choices
- Not answered choices

4. Click **+** to add a new question.
5. Click **X** to delete an existing question.
6. Click **Save**.

📄 Carry forward choices can be passed along from the following question types:

Multiple Choice - one/many answers, Dropdown - one/many answers, Image Selection, Star Rating, Rating Scale, Boolean (labels), Matrix - single/multiple choice answers (rows), Matrix Star Rating (rows), and Matrix Rating Scale (rows).

Carry forward choices feature is supported by the following receiver question types:

Multiple Choice - one/many answers, Dropdown - one/many answers, Image Selection, Multiple Textboxes, Continuous Sum, File Upload, and Boolean.

Carry forward feature is supported in row choices for the below question types:

Matrix choice (one/many answers), Matrix star rating, Matrix Likert rating, Matrix weightage, Ranking, Image star rating

Carry forward feature is supported in column choices for the below question types:

Matrix choice (one/ many answers)

To add an 'Other' field:

If you want to add an *Other/Other Choice* field along with your answer choices, select *Add 'Other' field*. If you want to make changes to the default *Field label* text that displays, edit the content in the text box.

Add 'Other' field

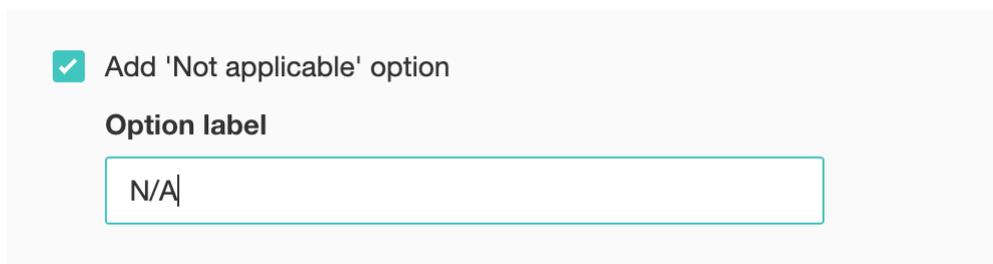
Field label

Other (Please specify)

To mark a question as 'Not Applicable':

If you want to add a Not Applicable field for those who would not find the right answer choice in the options provided, you can select the Add 'Not applicable' option checkbox. When a respondent chooses this option, this response will be excluded while calculating the data statistics for that particular question. For example, it will not be taken into consideration while calculating the mean, frequency, standard deviation and so on.

1. Click the question you want to mark as 'Not Applicable'.
2. Select the *Add 'Not applicable' option* checkbox.
3. If you want to edit the field label, type the name you want to use in the *Option label* field.
4. Click **Save**.



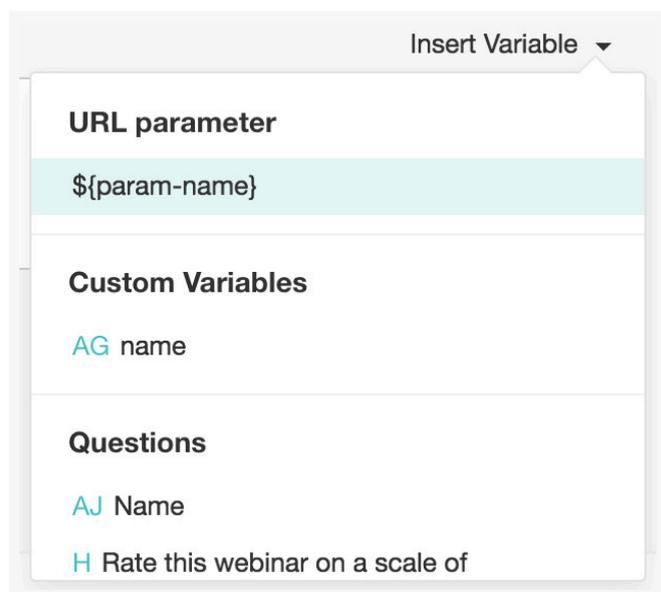
Add 'Not applicable' option

Option label

N/A

Question Personalization

If you want to pipe in custom variables or variables from previous questions and customize the follow-up questions, click the arrow next to Insert Variable right above the Question box, and select the variable you want to use from the list. Read more on [Piping](#).



Insert Variable ▾

URL parameter

`${param-name}`

Custom Variables

AG name

Questions

AJ Name

H Rate this webinar on a scale of

You can also use these [custom variables](#) while [piping](#). If you already know the respondent of your survey, for example, you can personalize your survey by removing the Name question, and creating a custom variable instead.

To add a custom variable with piping:

1. Create a custom variable, such as a name.
2. Add the variable name in the text of your question. Read more on [piping](#).
3. Copy the survey URL in the *Launch* tab.
4. Paste the URL into a new tab.
5. Add ' ?name=<name of the respondent ' to the URL. The question will automatically have the respondent's name filled in.

To prepopulate the answers:

The autofill or prepopulate answer feature allows you to prepopulate single-variable survey responses automatically before sending it to respondents. To prepopulate answers for a known respondent, select [Prepopulate answer](#).

▼ **Advanced options**

Change the order of choices

Mark choices as exclusive

Prepopulate answer

Value from

Parameter name

Question hint

Randomization

When you accidentally create an answer pattern in your survey that users detect and follow, there can occur a selection bias that distorts your actual data. Randomization helps minimize selection bias and helps you achieve more accurate data.

There are two types of randomization:

- [Question Randomization](#) - Question randomization lets you keep the same question order, change the order for each question, or even change the order for a set of selected questions.
- [Answer Randomization](#) - Answer randomization allows you to randomize the answer choices and is available for all question types. This prevents people from selecting a choice purely from memory and will result in a more accurate survey.

To randomize the questions:

[Read more here.](#)

To randomize the answer options:

1. Click the question and select **Advanced options**.
2. 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
3. Click **Save**.

▼ **Advanced options**

Change the order of choices

- Randomize for each respondent
- Flip for each respondent
- Rotate for each respondent
- Ascending sort
- Don't randomize the last few choices

Rich Text Editor

All the rich text editors now let you add attributes to the text and images in the question as well as clear the formatting. Also, to help stay within the character limit, you can now see the number of characters left in the editor box.

Question 🔒 Insert Variable ▼

B *I* u | 20 ▼ □ **A** | 🔗 📎 🖼️ 📄 | ☰ ☷ ☰ ▼ ✍️

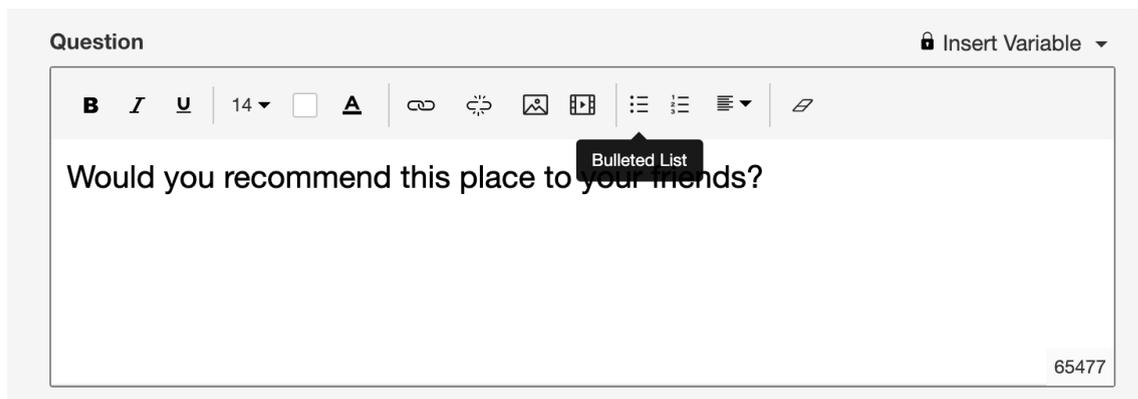
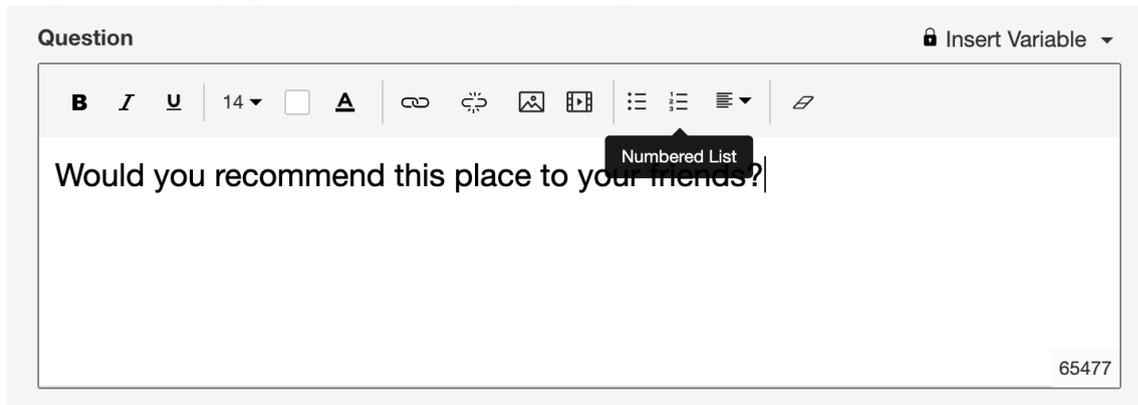
Would you recommend this place to your friends?

65477

To add bulleted and numbered lists:

Bulleted and numbered lists have been added to all message boxes that support the rich text editor. This includes all question types except [full name](#) and [contact information](#), email messages, custom survey end page,

disqualification page, and closed survey messages.

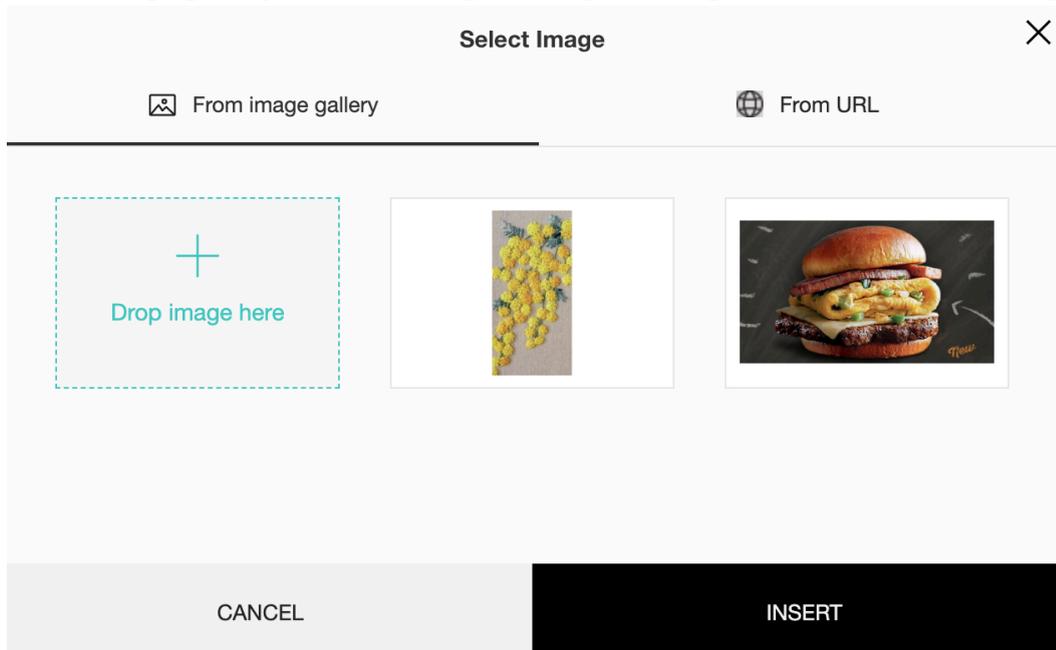


To insert an image in your question:

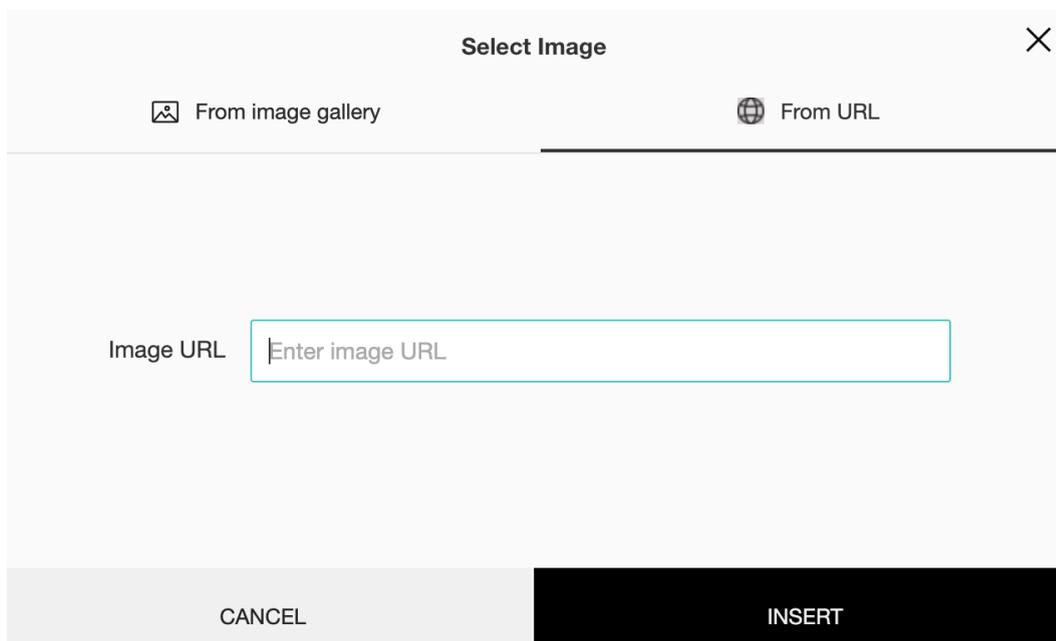
1. Click a question type (except Full Name and Contact Information).

2. Click  to insert an image in the survey question.

- **From image gallery** - You can drag and drop the image in the box, or click to upload images.



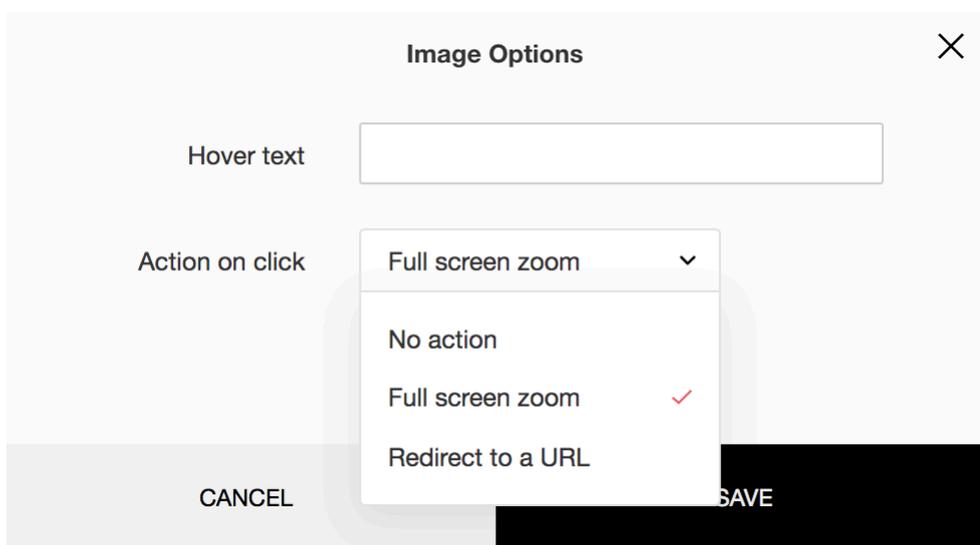
- **From URL** - In the *Image Link* box, type in or copy/paste the web link of the image.



3. To finalize the image selection, click **Insert**.
4. To make changes to the image selection, click **Cancel**.
5. Also, for an inserted image, you can add a hover text and an action if the image is clicked.

To add an action for the image options:

1. Click the image you have inserted.
2. Click **Image Options**.
3. Type in a text in the *Hover text* field.
4. Click the *Action on click* dropdown and select either **Full screen zoom**, **Redirect to a URL**, or **No action**.



To add links to a question:

1. Click a question type (except Full Name and Contact Information).
2. Click  to insert a hyperlink in your survey question.

- **Text**
 - Type the text that has to be selected with the hyperlink in the *Selected text* field.
 - Paste the URL in the *URL* field.
- **Email**
 - Type the text that has to be selected with the hyperlink in the *Selected text* field.
 - Type the email address in the *Email* field.
 - Type the subject for the email in the *Subject* field.
- **Call**
 - Type the text that has to be selected with the hyperlink in the *Selected text* field.
 - Type the contact number in the *Contact number* field.

3. Click **Insert**.

To remove links in a question:

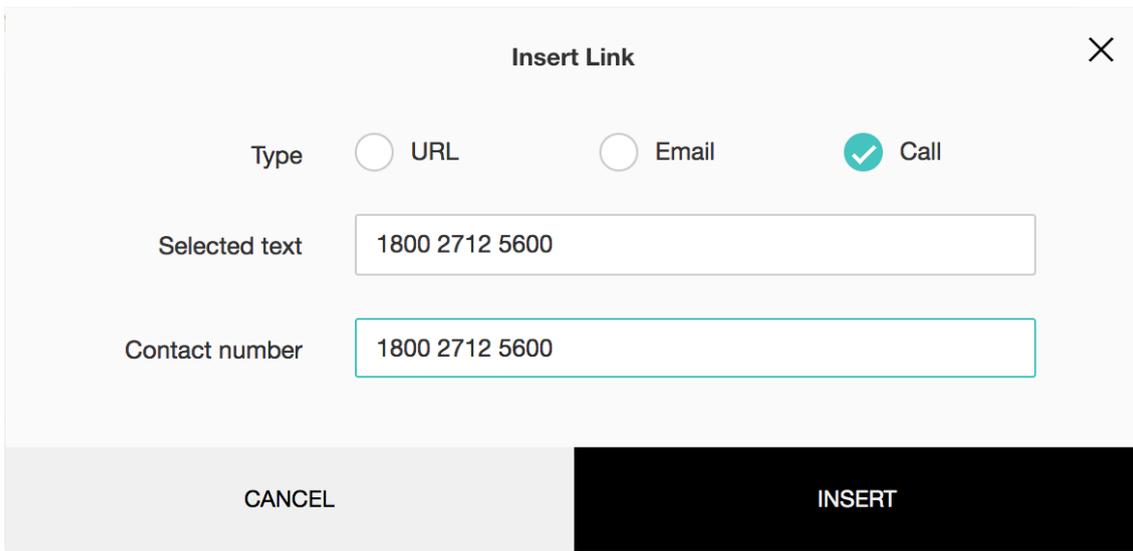
1. Click a question type (except Full Name and Contact Information).
2. Click  to remove the hyperlink.
3. Click **Save**.

To change the font size and colour of a question:

1. Click a question type (except Full Name and Contact Information).
2. Click  to apply boldface to the survey question.
3. Click  to italicize the text.
4. Click  to underline the text.
5. Click the font size icon  to increase or decrease the font size.
6. Click the background colour icon  to apply a background colour to the text.
7. Click the text colour icon  to apply a colour to your font.
8. Click **Save**.

To insert a call link for contact numbers in your questions:

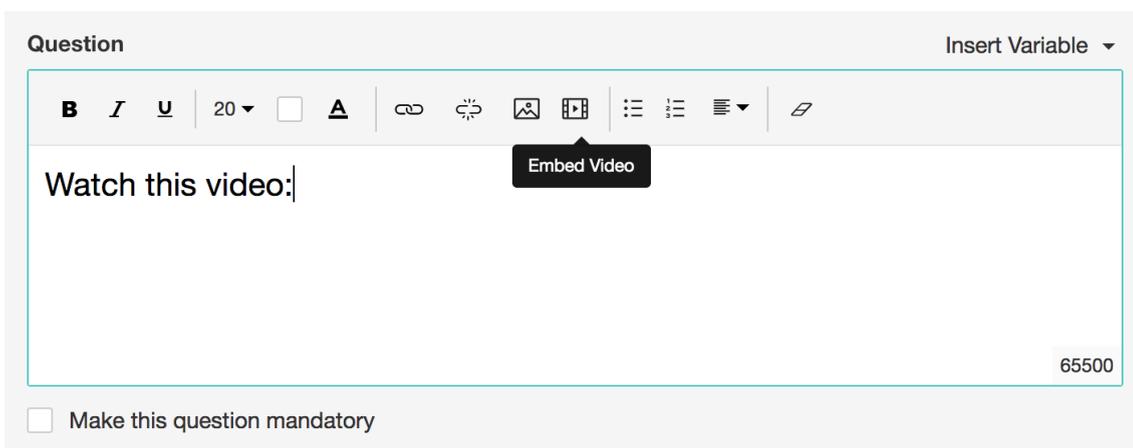
1. Click a question type.
2. Click **Insert Link** in the formatting options.
3. Click **Call** in the *Type* field.
4. Either select a text from the question or type in the text you want to be linked.
5. Type in the contact number.
6. Click **Insert**.



The screenshot shows a dialog box titled "Insert Link" with a close button (X) in the top right corner. Below the title, there are three radio buttons under the label "Type": "URL", "Email", and "Call". The "Call" radio button is selected, indicated by a green checkmark. Below this, there are two text input fields. The first is labeled "Selected text" and contains the number "1800 2712 5600". The second is labeled "Contact number" and also contains "1800 2712 5600". At the bottom of the dialog, there are two buttons: "CANCEL" on the left and "INSERT" on the right, which is highlighted in black.

To embed a video in your survey question:

1. Click a question type.
2. Click **Embed Video** in the formatting options for the question.



The screenshot shows a survey question editor interface. At the top, it says "Question" on the left and "Insert Variable" with a dropdown arrow on the right. Below this is a rich text editor toolbar with icons for bold (B), italic (I), underline (U), font size (20), text color (A), link, unlink, image, video, list, and other formatting options. The main text area contains the text "Watch this video:" followed by a cursor. A tooltip labeled "Embed Video" is positioned over the video icon in the toolbar. In the bottom right corner of the text area, the variable "65500" is displayed. Below the text area, there is a checkbox labeled "Make this question mandatory" which is currently unchecked.

Embed Video ✕

We support embed video from YouTube, Instagram, Vimeo, and Dailymotion, and also links that have common video extensions

Video URL

Width in pixels

The height to width ratio is fixed at 16:9

3. Paste the video URL in the *Video URL* field.
4. Adjust the width in pixels and enter the value in the *Width in pixels* field.
5. Click **Insert**.