



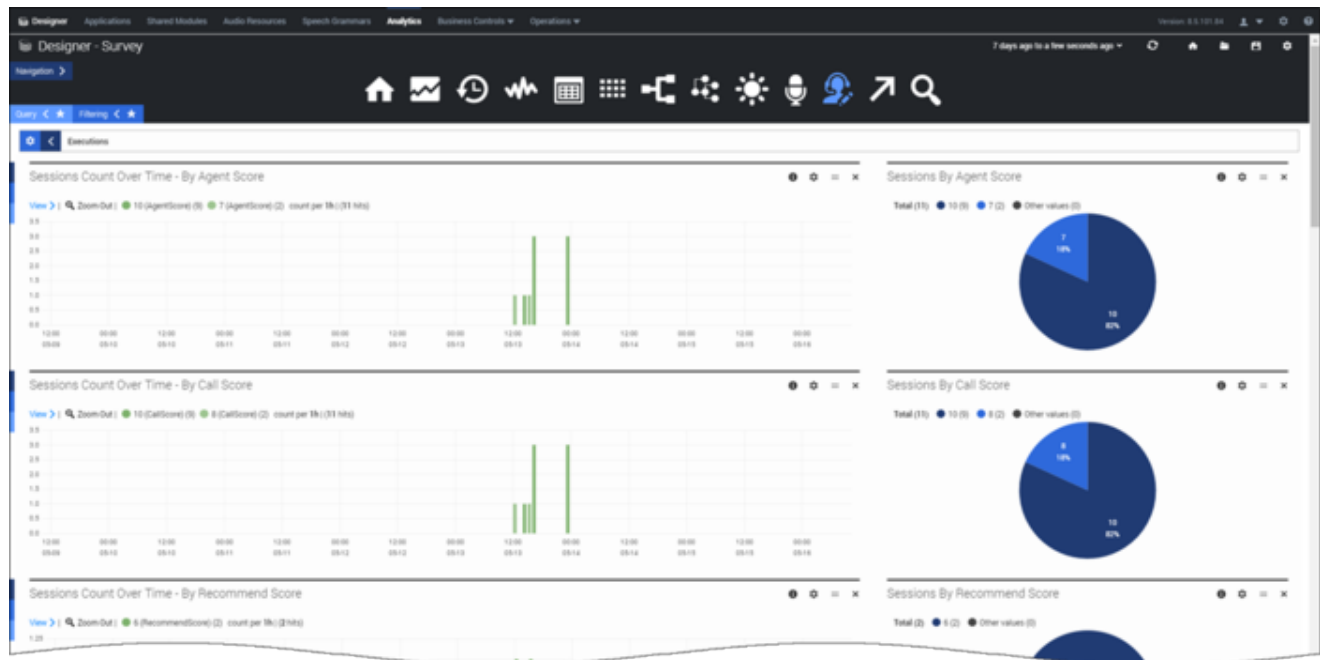
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Genesys Designer Help

Surveys

Surveys

The **Surveys** dashboard gives you information related to your survey applications.



The **Surveys** dashboard contains many of the same panel types that are shown on other dashboards, but also includes data that is specific to the surveys in your applications (mostly pulled from the **variables you initialized** when the survey was set up).

Reports on this dashboard

Survey Count Over Time

Similar to **Count Over Time**, but specific to the number of surveys that were offered, accepted, or rejected.

Filter

(See **Filter**.)

Sessions Count Over Time

These histogram reports break the number of session counts down by:

- **Product Score**
- **Company Score**
- **Recommend Score**

These are based on the ratings callers gave during the survey.

Sessions By Score

These pie graph reports are in pie graph format and break the number of session counts down by:

- **Product Score**
- **Company Score**
- **Recommend Score**

These are based on the ratings callers gave during the survey.

Survey Answer Distribution

This report lists the questions that were presented to callers, along with the average scores for each question, the total number of sessions in which the question was presented, and the total number of sessions where the question was answered.

Sunburst Path Analysis

This report gives you a quick snapshot of how many surveys were offered, accepted, or rejected.