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Recording, Quality Management and Speech Analytics User Manual

Form Questions

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Form Questions

This page explains the different types of Quality Monitoring questions that you can add to a Quality Monitoring form.

A form can contain one or more of the following question types:

- [Yes/No](#)
- [Multiple Choice](#)
- [Choose from List](#)
- [Free Form](#)
- [Sliding Scale](#)

Important

Weights are assigned to **Multiple Choice**, **Choose from List**, **Yes/No** and **Sliding Scale** questions. The weights indicate the relative importance of each question and are used by the system to calculate the form's score. For more information, see [Question Weights](#).

Yes/No

A Yes/No question requires the user to select one answer. The question offers three answers: Yes, No or Not Applicable (N/A).

To add a Yes/No question:

1. In a new or existing form, click **Insert** in the form group to which you want to add the Yes/No question.
2. Select **Yes/No**.

The question appears without a title and two options (Yes, No).

3. Click the **Untitled question** field and enter the question.
4. Click **Add "N/A"** to add the not applicable option.
5. If the question is mandatory, select the **Required** check box associated with the specific question.
6. Click **Auto Fail** next to the answer that when selected will cause the entire form to fail and receive a score of 0.
7. Click **Done**.

Multiple Choice

A Multiple Choice question enables the user to select one answer from a list of answers.

To add a Multiple Choice question:

1. In a new or existing form, click **Insert** in the form group to which you want to add the Multiple Choice question.
2. Select **Multiple Choice**.

The question appears without a title and the statement "No answers defined".

3. Click the **Untitled question** field and enter the question.
4. Click **Add new choice** to add the first of a number of choices.
5. Repeat step #4 until you have added all the possible answers.

When the form is saved, a list of radio buttons will appear along with the answers.

6. If the question is mandatory, select the **Required** check box associated with the specific question.
7. Click **Auto Fail** next to the answer that when selected will cause the entire form to fail and receive a score of 0..
8. Click **Done**.

Choose from List

A Choose from List question enables the user to select multiple answers from a list of choices.

To add a Choose from List question:

1. In a new or existing form, click **Insert** in the form group to which you want to add the Choose from List question.
2. Select **Choose from List**.

The question appears without a title and the statement "No answers defined".

3. Click the **Untitled question** field and enter the question.
4. Click **Add new choice** to add the first of a number of answers.
5. Repeat step #4 until you have added all the Choose from List answers.

When the form is saved, a list of check boxes will appear along with the answers.

6. If the question is mandatory, select the **Required** check box associated with the specific question.
7. Click **Auto Fail** next to the answer that when selected will cause the entire form to fail and receive a score of 0..
8. Click **Done**.

Free Form

A Free Form question enables the user to freely formulate an answer.

To add a Free Form question:

1. In a new or existing form, click **Insert** in the form group to which you want to add the Free Form question.
2. Select **Free Form**.

The question appears without a title.

3. Click the **Untitled question** field and enter the question in the **Question title** field.

When the form is saved, the question appears with a text field in which the user can write a response.

4. If the question is mandatory, select the **Required** check box associated with the specific question.
5. Click **Done**.

Sliding Scale

A Sliding Scale question enables the user to set a scale with a minimum and maximum value, where the maximum value represents a stronger association to the question.

To add a Sliding Scale question:

1. In a new or existing form, click **Insert** in the form group to which you want to add the Sliding Scale question.
2. Select **Sliding Scale**.

The question appears without a title.

3. Click the **Untitled question** field and enter the question.
4. Click **From** to add the minimum value.
5. Click **To** to add the maximum value.

6. In the **Low Title** text box provide a name for the minimum value.
7. In the **High Title** text box provide a name for the maximum value.
8. If the question is mandatory, select the **Required** check box associated with the specific question.
9. Click **Done**.

See Also

[Create a New Form](#)
[Question Weights](#)