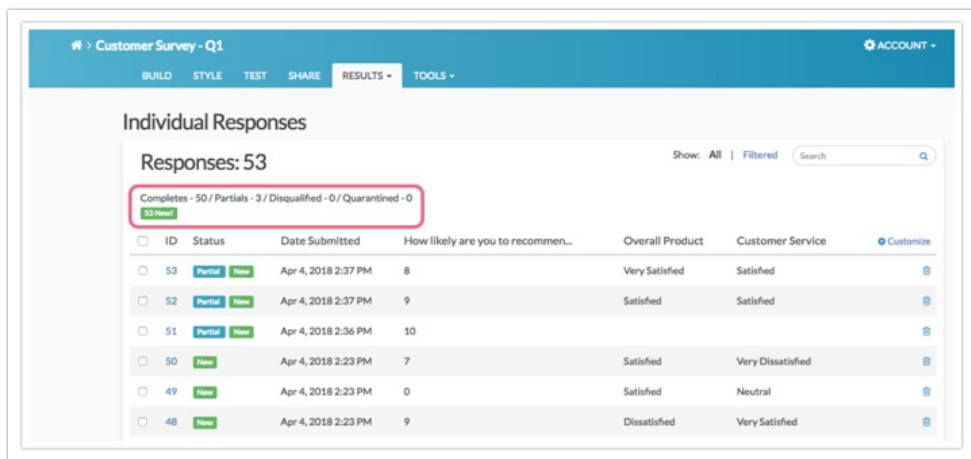


View, Delete, Edit and Convert Responses

Under **Results > Individual Responses** you can review each of your individual survey responses.

At the top, you will have an overview of how many complete, partial, and disqualified responses have been collected. If you are using the data cleaning tool to quarantine responses you have a count of quarantined responses. Finally, you will also have a count of how many new responses have been collected since you last logged in.



Individual Responses

Responses: 53

Shows: All | Filtered Search

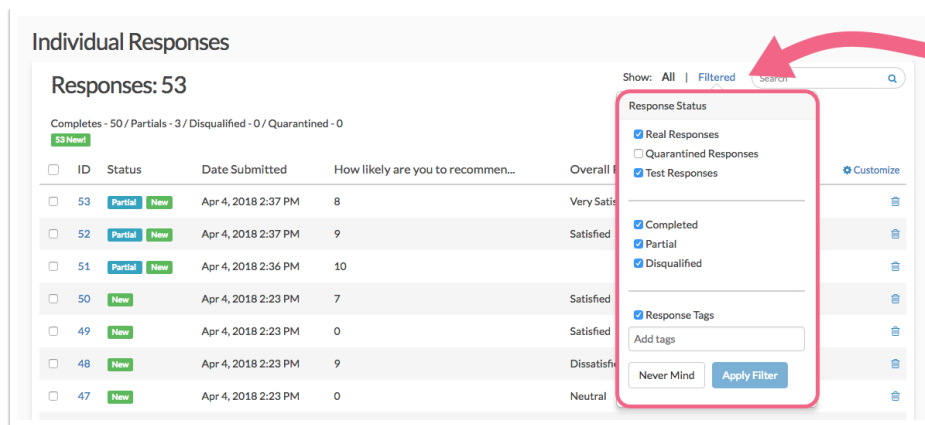
Complete - 50 / Partial - 3 / Disqualified - 0 / Quarantined - 0

ID	Status	Date Submitted	How likely are you to recommen...	Overall Product	Customer Service	Customize
53	Partial New	Apr 4, 2018 2:37 PM	8	Very Satisfied	Satisfied	
52	Partial New	Apr 4, 2018 2:37 PM	9	Satisfied	Satisfied	
51	Partial New	Apr 4, 2018 2:36 PM	10			
50	New	Apr 4, 2018 2:23 PM	7	Satisfied	Very Dissatisfied	
49	New	Apr 4, 2018 2:23 PM	0	Satisfied	Neutral	
48	New	Apr 4, 2018 2:23 PM	9	Dissatisfied	Very Satisfied	

Filter and Search for Responses

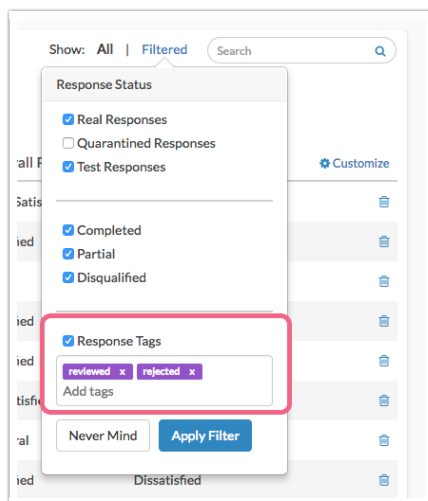
Below the overview, you will find the list of responses. You can filter your list of responses by the following [Response Status](#) (as well as Response Tags):

- Real (non-test)
- Quarantined
- Test
- Completed
- Partial
- Disqualified

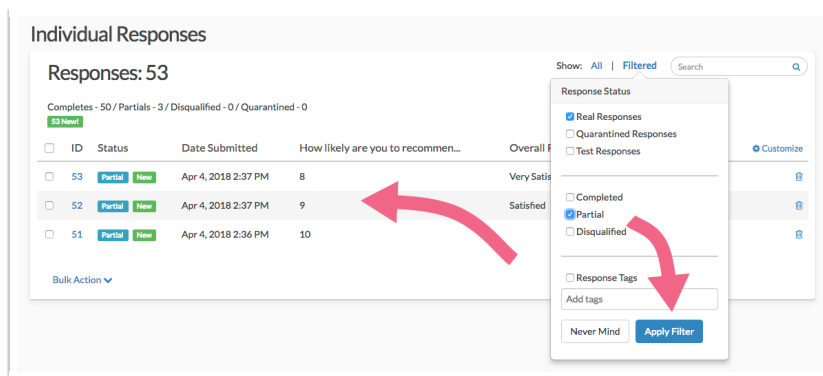


Apply a Filter

1. Click the **Filtered** link at the top of your response list.
2. Check the boxes associated with the **Response Stats** and/or **Response Tags** (If filtering on response tags, type the tag name into the provided field and hit enter. Add more tags in the same manner, if needed).

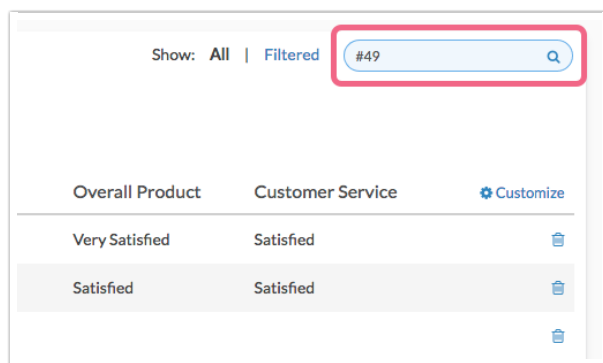


3. Click **Apply Filter** to view only the individual responses that match the filter criteria. *Please note that if your response list does not return any responses after filtering, this means that no responses match your filter. Review your filter and re-apply. For example, you may want to view only the Partial responses.*



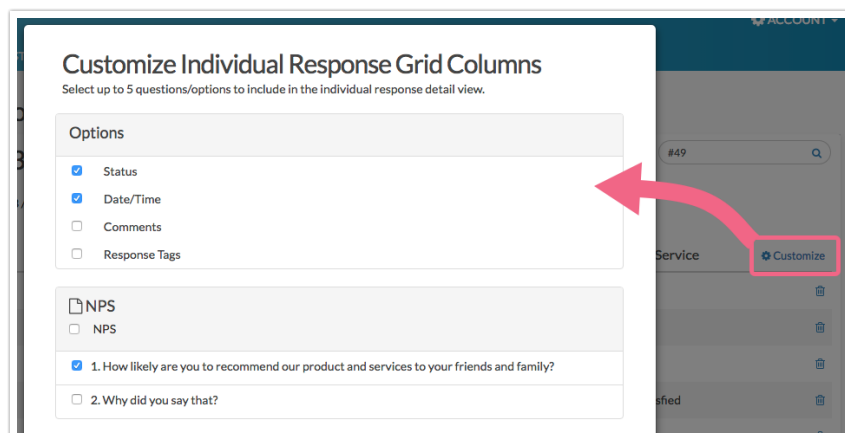
Search for Individual Responses

You can also search for responses by ID or those containing certain data or tags using the **Search** box. To search for a specific ID, type in the # followed by the ID number that you are searching for, ex. #49.



Customize the Response Grid

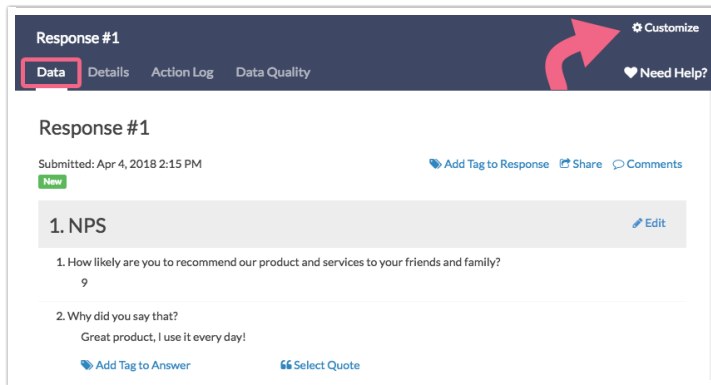
Click the **Customize** link to customize which questions you want to see displayed in this list (as columns). You can add *up to 5 items* to your list of responses.



Review Responses

To view a response, click anywhere on the associated row. You can navigate between responses using the arrows at the bottom of the panel.

- The respondent's answers will be on the **Data** tab.
- Click the **Customize** link in the upper right to select which questions to display on the Data tab.
These customizations will carry over to all responses as you page through them. You can select up to 50 questions at a time in this view.



- Go to the **Details** tab for system information such as Date Submitted, Time Started, Last Update, IP Address, Language, User Agent, [Edit Link](#), [Session ID](#), Geodata, Page Path, and [Email Invite Data](#).
- The **Action Log** tab lets you see which actions fired and, if needed, allow you to re-fire an action. This is very useful for [Send Email actions](#) or the [Google Spreadsheet integration](#).
- Finally, on the **Data Quality** tab, you have details about the quality of the response. For more information about the data here check out our [Data Cleaning Tool](#) documentation.

Edit Responses

When viewing an individual response, on the **Data** tab, you will have an Edit link in the top right corner of each page. Click this to make changes to an individual response.

Note: Survey logic will not re-fire within the edit response feature. If you wish to have survey logic re-fire when editing a response use [edit links](#) to make edit.

Response #1 Customize

[Data](#) [Details](#) [Action Log](#) [Data Quality](#) Need Help?

Submitted: Apr 4, 2018 2:15 PM Add Tag to Response Share Comments

1. NPS Edit

1. How likely are you to recommend our product and services to your friends and family?

9

2. Why did you say that?

Great product, I use it every day!

Add Tag to Answer Select Quote

2. Satisfaction Edit

3. Please rate your level of satisfaction with the following:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Overall Product					X
Customer Service				X	
Order Process				X	

For information about allowing survey respondents to edit their own responses, check out the [Allow a Respondent to Edit Their Response Tutorial](#).

Overall Response Tags and Comments

You can add comments for each response for internal use.

1. To do so click the **Comments** link in the upper right, when viewing the response.
2. Add your comment text to the **Comments** field that appears.

Response #1

Submitted: Apr 4, 2018 2:15 PM Add Tag to Response Share Comments

Comments

This response was edited on 4/15/18 as per phone call with respondent.

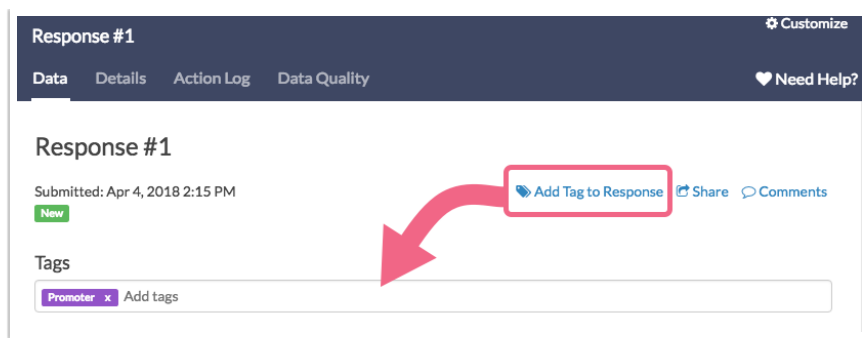
1. NPS Edit

3. Click **Done** in the bottom right when you are finished. These comments can be included in CSV/Excel Exports of your raw data.

Add Tag to Response

You can also add a tag responses which can then be used to find specific responses using the Search field.

1. When viewing an individual response, click **Add Tag to Response**.
2. Enter your tag text in the Tags field. These should be short, concise codes that you use to quickly find like responses.



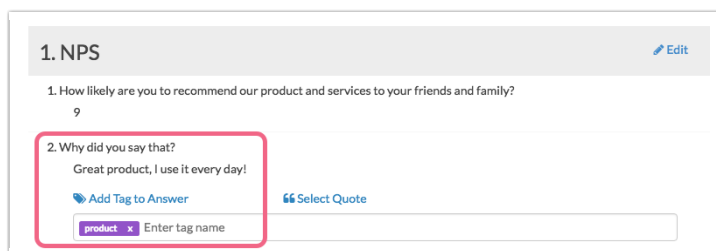
Tag and Quote Open-Text Responses

Open-text questions can be tagged and those tags will appear as 'buckets' in our [Open Text Analysis](#) tool.

Add Tag to Answer

To tag an answer to an open-ended question such as a Textbox or Essay, follow these steps.

1. Click on an Individual Response to view it.
2. Locate an open-ended question and the associated answer. If a question/answer is compatible with tagging, you will see a **Add Tag to Answer** link. Click this link to add your tag.



3. Type the tag text and click Enter to add the tag. *Multiple tags can be added in this manner.*

Remember, tagged answers create buckets inside the [Open Text Analysis Tool](#). These buckets can then be [reported on in a Standard Report](#).

Select a Quote from Open-Ended Answer

Answers to open text questions such as Textboxes and Essays can also be quoted.

1. Open an individual response and locate an open-ended question/answer.
2. If a question/answer is compatible to be quoted, you will see a **Select Quote** link. Click this link to enter quote mode.
3. By default, the entire piece of text will be highlighted. Highlight the portion of text you want to quote in a Standard Report and click **Select Quote** followed by the **Save** button.

1. NPS [Edit](#)

1. How likely are you to recommend our product and services to your friends and family?
9

2. Why did you say that?

Great product, I use it every day!

[Add Tag to Answer](#) [Select Quote](#) [Save](#)

product x Enter tag name

4. You can add a [Quotes Element](#) to the Standard Report which will display all text you've highlighted as quotes with links to the original response.

Download and Print Responses

1. When viewing an individual response, click **Download** in the lower left to download a PDF file of that response. You will have number of **PDF Settings** to choose from:
 - Include Details (Browser, Page Path, Session ID)
 - Include Geo Data
 - Include Internal Comments
 - Include [Sentiment Scores](#)
 - Exclude Questions Hidden From the Respondent - If a respondent did not see a question, perhaps due to [Question Logic](#), enabling this setting will not include those questions in the PDF download.
 - Use Customized View
 - Include text/instruction from survey - this will include content that has been added to the survey via [Text / Instruction Elements](#).
 - Change PDF orientation to landscape - this can be useful if your survey contains large grid questions.

2. Click **Download PDF** to generate a PDF document of the specific response.

Export Multiple Responses to PDF

If you want to export multiple responses as PDF (or [CSV/Excel](#)), close out of the individual response. There are a couple of options.

- At the bottom of the response list you can select to **Export All to PDF** via the **Bulk Action** link.

<input type="checkbox"/>	48	New	Apr 4, 2018 2:23 PM	9	Dissatisfied
<input type="checkbox"/>	49	New	Apr 4, 2018 2:23 PM	0	Satisfied
<input type="checkbox"/>	50	New	Apr 4, 2018 2:23 PM	7	Satisfied

Bulk Action ▼

- Export All to CSV
- Export All to PDF**
- Convert All to Complete
- Delete All Responses

- If you want to export more than one, but not all responses, select the responses that you want to export by checking the associated checkbox. A bulk action toolbar will appear where you can click to **Export as: PDF**.

The screenshot shows a web interface for managing survey responses. At the top, it says 'Responses: 53' and 'Completes - 50 / Partial - 3 / Disqualified - 0 / Quarantined - 0'. Below this is a green badge that says '53 New!'. A toolbar contains buttons for '3 selected', 'Delete', 'Disqualify', and 'Export as: PDF CSV'. The 'Export as: PDF CSV' button is highlighted with a red box. Below the toolbar is a table with columns: 'ID', 'Status', 'Date Submitted', and 'How likely are you to recommen...'. The first three rows of the table are highlighted with a red box, and each row has a checkbox in the first column that is checked.

	ID	Status	Date Submitted	How likely are you to recommen...
<input checked="" type="checkbox"/>	1	New	Apr 4, 2018 2:15 PM	9
<input checked="" type="checkbox"/>	2	New	Apr 4, 2018 2:17 PM	10
<input checked="" type="checkbox"/>	3	New	Apr 4, 2018 2:18 PM	7

With your PDFs downloaded, you can then print responses as needed!

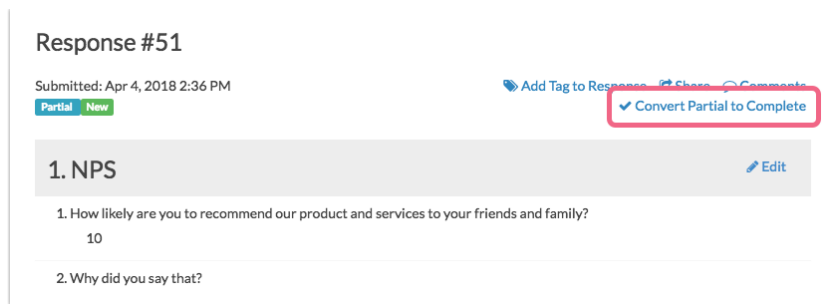
Share Individual Responses

When viewing an individual response, you can use the **Share** link in the top right to share your Individual responses via email or grab a unique URL to share via another system.

The screenshot shows a 'Share This Response' form. It has two tabs: 'Share by Email' and 'Share by Other System'. The 'Share by Email' tab is active. The form has three main sections: 'Email Subject' with a text input field containing 'Response #1 - Customer Survey - Q1', 'Email Message' with a text area containing 'Please review this response.', and 'Send To' with a text input field containing 'dave.smith@smithco.net'.

Convert Responses

On the **Data** tab of an individual response, you will have the option to convert the response to Complete. This will be available Partial responses.



Convert Multiple Partial/Disqualified Responses to Complete

1. To convert multiple Partial or Disqualified responses at once, select the responses on the Responses tab. A bulk action toolbar will appear.
2. Click **Mark Completed** to convert the selected responses to Complete.
3. You also have the option to convert all non-Complete responses to Complete. To do so, locate the **Bulk Action** link at the bottom of your response list. Click the link and select **Convert All to Complete** and all non-complete responses will be converted. *There is no undo button so make sure you need to do this before you proceed!*

Convert Multiple Test Responses to Real Responses

1. To convert multiple Test responses at once, select the responses on the Responses tab. You will see a bulk action toolbar appear at the top of the list.
2. Click **Mark Selected Test Responses As Real**.
3. To bulk convert *all* Test responses to Real responses, locate the **Bulk Action** link at the bottom of your response list. Click the link and select **Mark All Test Responses As Real**.

Convert Complete Response to Disqualified

1. To convert a response from Complete to Disqualified, select the responses on the Response tab. You will see a bulk action toolbar appear at the top of the list.
2. Click the **Disqualify** button to confirm the action.
3. To convert a response that was marked as Disqualified, you can access the [Edit Link](#) for that response and resubmit the response with a different answer to the question that prompted the disqualification.

Delete Responses

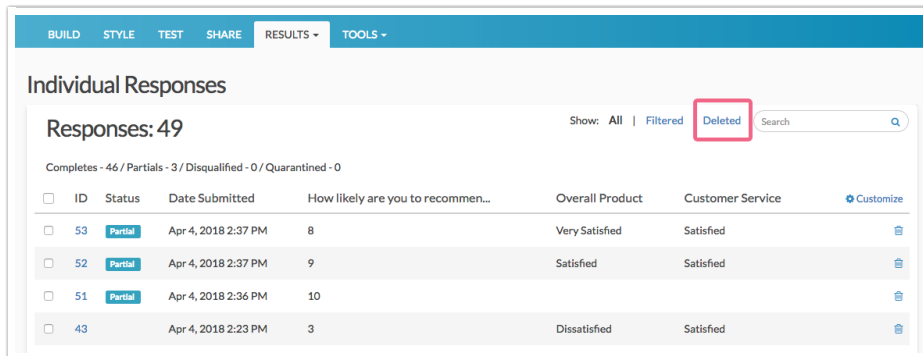
When you delete a response from the Individual Responses tab, the response is placed in the **Deleted** view (similar to your computer's trash bin). You then have the option to **Permanently Delete** the response from the Deleted view.

Once permanently deleted, responses cannot be recovered.

- + Delete Responses One-By-One
- + Delete Multiple Responses
- + Delete All Responses

Restore Deleted Responses

Deleted responses can be restored by clicking the **Deleted** filter above the list of responses.

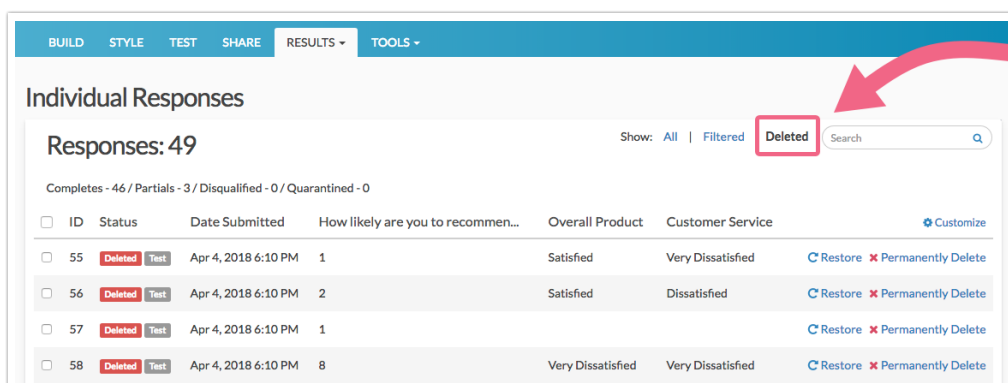


- + Restore One by One
- + Restore Multiple Responses
- + Restore All Deleted Responses

Permanently Delete Responses

Any responses that you have deleted will reside in the **Deleted** view on the Individual Responses tab. Responses that reside in your Deleted view can be restored and as such are not permanently deleted. If you need to permanently delete your responses, you can do so from this page.

Only Account Administrators have the ability to permanently delete data.



As with other actions on the Individual Responses tab, there are several options for permanently deleting

responses. Before you permanently delete responses, there are a few things that you should be aware of.

Deleting responses permanently will:

- Delete the supplied responses
- Delete files associated with these responses
- Delete all other data associated with these responses

There is **NO** recovery method. *Once permanently deleted, SurveyGizmo Support will NOT be able to help you restore these responses or associated data.*

We recommend that you contact the survey creator or owner of the survey before doing this.

In order to confirm the permanent deletion, you will be asked to enter your SurveyGizmo password (the same password that you log in with).

+ Permanently Delete Responses One by One

+ Permanently Delete Multiple Responses

Considerations When Deleting

There are several features in SurveyGizmo that allow you to view/incorporate data from multiple surveys. When moving data to the trash (or permanently deleting), consider that the data might be used in one of the following features:

- [Combined Reporting](#)
- [Insights Canvas](#)
- [Homepage Charts](#)

We recommend removing any surveys that are referenced in any of the above. If a survey is not removed, a notification will show in each of the above features indicating that one or more of the data sources has been moved to the trash, or permanently deleted.

FAQ

How are Response ID numbers assigned?

A Response ID number is assigned sequentially as soon as a respondent interacts with SurveyGizmo servers. Typically, this means clicking the *Next* button on page one of the survey.

If two respondents access your survey at around the same time, the respondent that submits the first survey page first (by clicking Next) will be assigned the next available Response ID number.

What is a *New* response?

A response will be tagged as *New* if it has been collected since you last logged in to SurveyGizmo. These *New* tags are not permanent and are intended to provide a visual queue.

