NPS Survey Builder App

Introduction:

1. Document Purpose

The User Guide aims to explain how to use the **NPS Survey form**. The document contains detailed information and images for better understanding.

2. App Overview Features & Usages

Using the NPS Survey form, create a dynamic survey form based on our requirements and business process. You can design surveys based on your specific needs and business processes, allowing full customization at any time. This application streamlines the process of collecting customer feedback and measuring NPS survey forms efficiently.

NPS Survey Builder App User Guide

Step 1: Log in to your Salesforce account (refer to Fig 1).

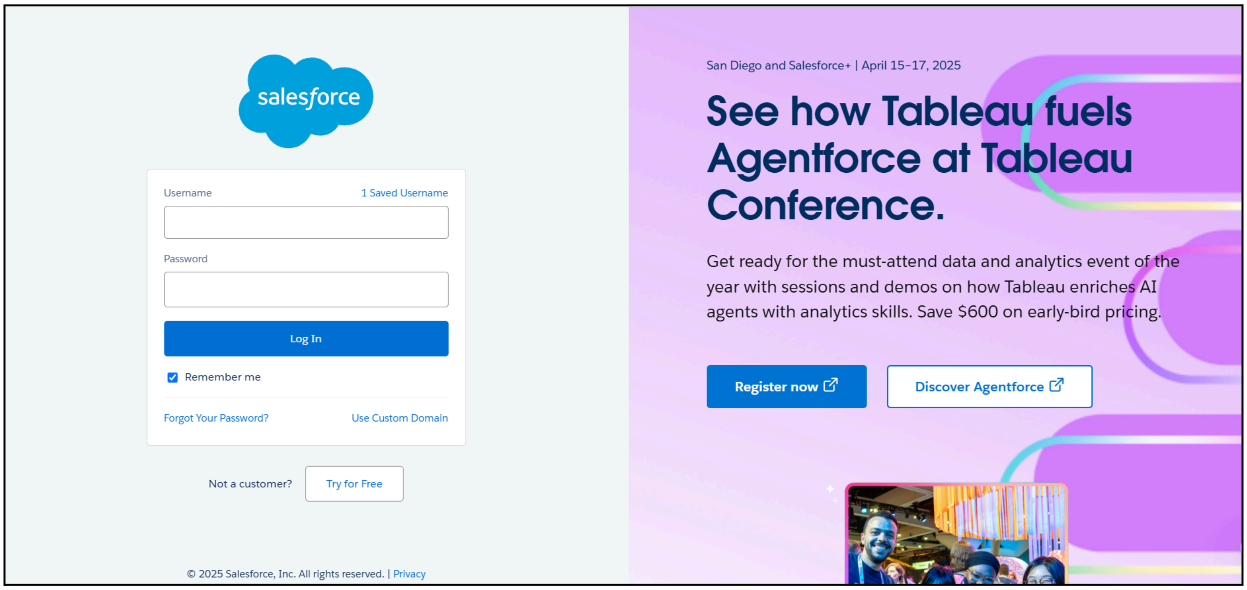


Figure 1: *login your Salesforce org*

Step 2: Register Experience Site

Go to Home => Quick Find Box => Search "**Site**". (refer to Fig 2)

Then, check the checkbox and Click "**Register My Salesforce Site Domain**". (refer to Fig. 2)

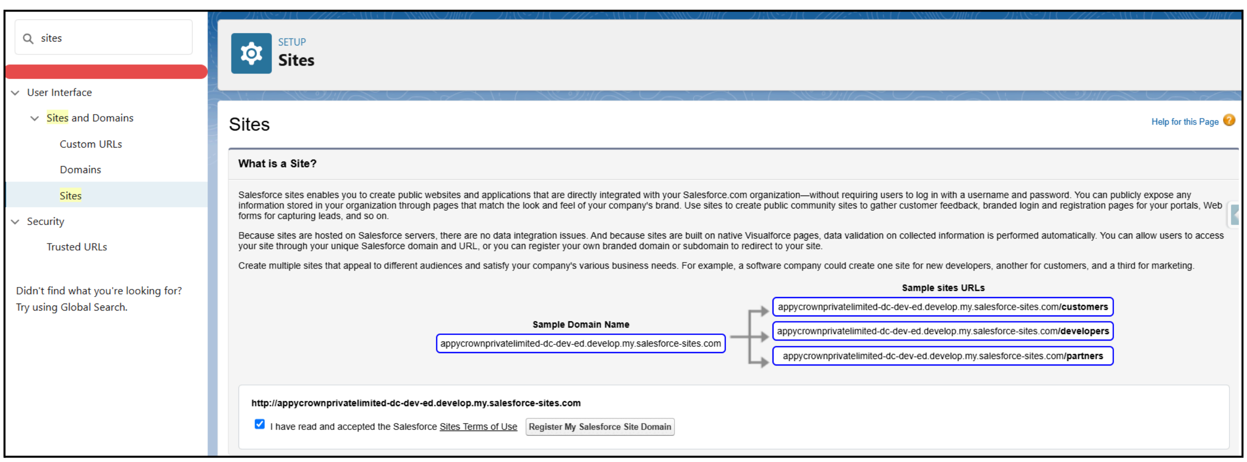


Figure 2: *Register Experience Site*

Step 3: Enable Digital Experience And Create Experience Site

- Go to Home => Quick Find Box => Search "**Digital Experiences**". (refer to Fig 3)
- After the Page reloads click on "**New**". For Creating Experience Site. (refer to Fig 4)

- Select “**Build Your Own (Aura)**” Experience site Template. (refer to Fig 5)
- Click on “**Get Started**” to create a new experience site. (refer to Fig 6)
- Enter “**Site Name**” and click on “**Create**”. (refer to Fig 7)
- Choose the “**Builder**” option. For Customizing Experience Site. (refer to Fig 8).
- Click the “**Components**” option and drag the “**formPreview**” component to the content area for displaying the Survey Form. (refer to Fig 9)
- Click on the “**Setting”** icon to display the **Thank You** message. (refer to Fig 10)
- Choose “**Standard Page**”. (refer to Fig 11)
- Click on the “**New Blank Page**” at the top-right. (refer to Fig 12)
- Choose “**1 full-width column**” from the current layout to display the Survey Form on the full page. Then click on “**Next**” (refer to Fig 13)
- Enter the “**Name**” and “**API Name**” of the thank you page and click on the “**Create**” button. (refer to Fig 14)
- Click on the **‘Component**” and drag “**thankYouPreviewPage**” on the content body. To display a **Thank you message** after submitting the **Survey Form**. (refer to fig 15)

Note:

1) Click on the “**Page Properties**”/”**Gear Icon**” and verify the URL. Verify the URL of the “**thankYouPreviewPage**”. Make sure “**-**” is not included in the URL. (refer to Fig 16)
2) **Create an Audience and Assign.**
   a) Click on the “**Gear Icon**” of the ThankYou Page ⇒ Click on Page Variation ⇒ Create Audience ⇒ Follow the Steps from the Fig 17 Image using the Guest User Profile Name and Any User Profile that needs access to the page ⇒ Click on “**Save & Assign**” button. (refer to Fig 17)
3) Click on the “**Publish**” from the top-right of the page. (refer to Fig 18)
4) Click the “**Setting**” icon and check the “**Public Access**” checkbox. (refer to Fig 19)

- Go to Home => search “ **Orgination Wide Addresses”** and click on “**Add”**. Then Enter “**Display Name”,** and **“Email”** Check the checkbox for “**Allow All Profiles to Use this From Address”** and click “**Save”.** (refer to Fig 20)

Note:- Check Your email and verify it.

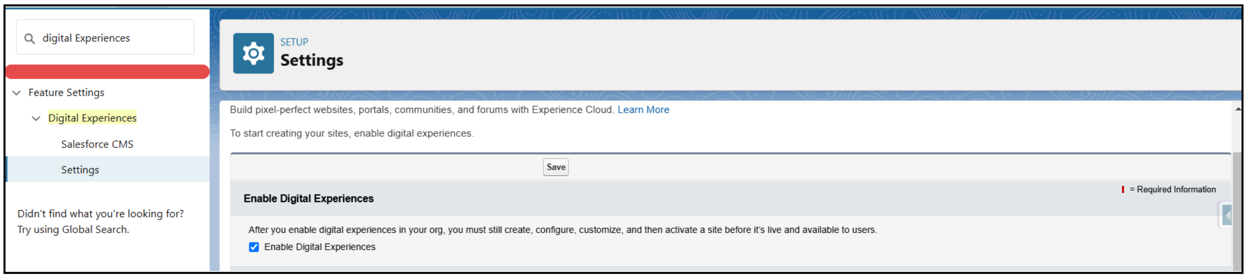


Figure 3: Digital Experience

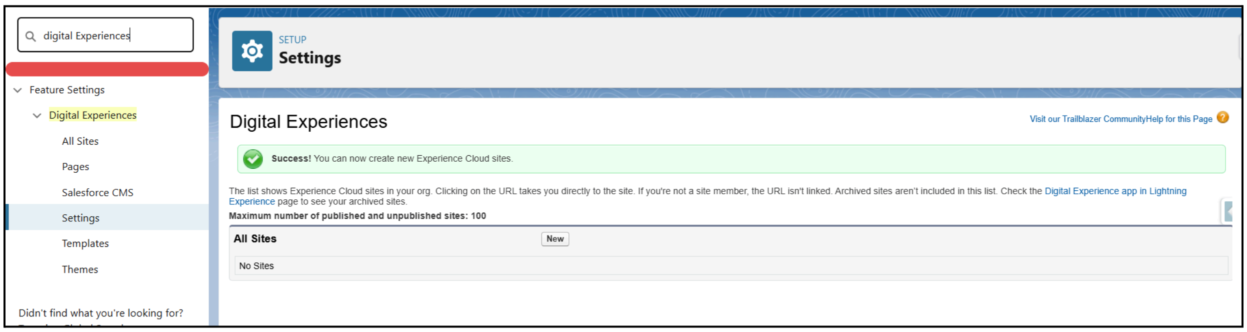


Figure 4 Create New Experience Site

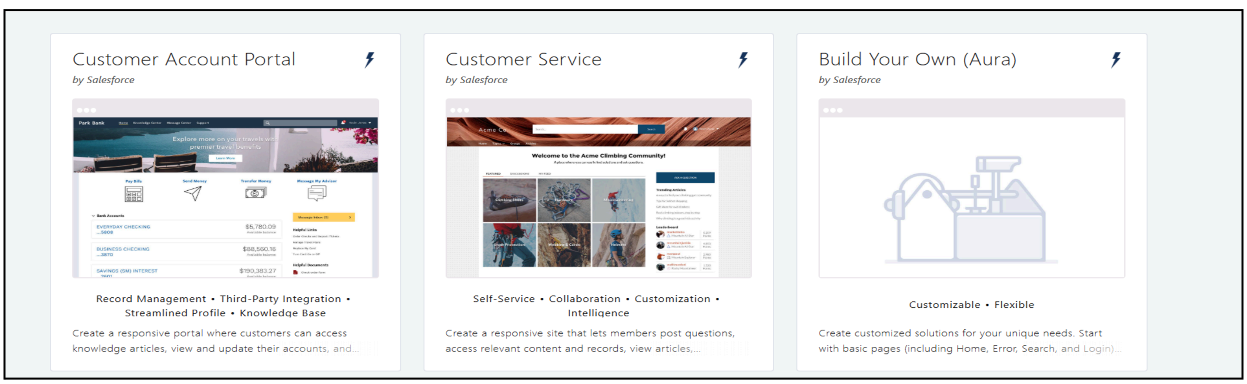


Figure 5: Experience site Template

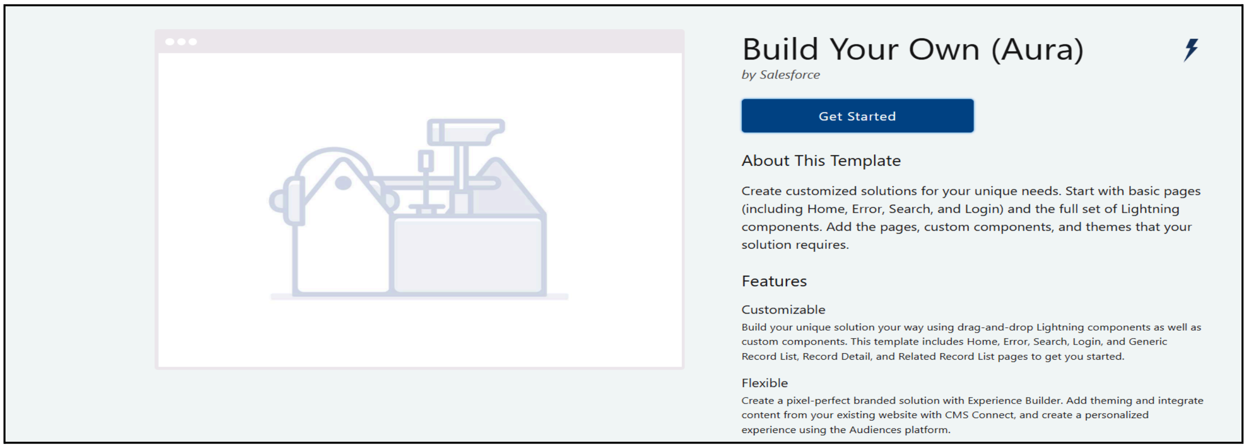


Figure 6: *Create Experience Site*

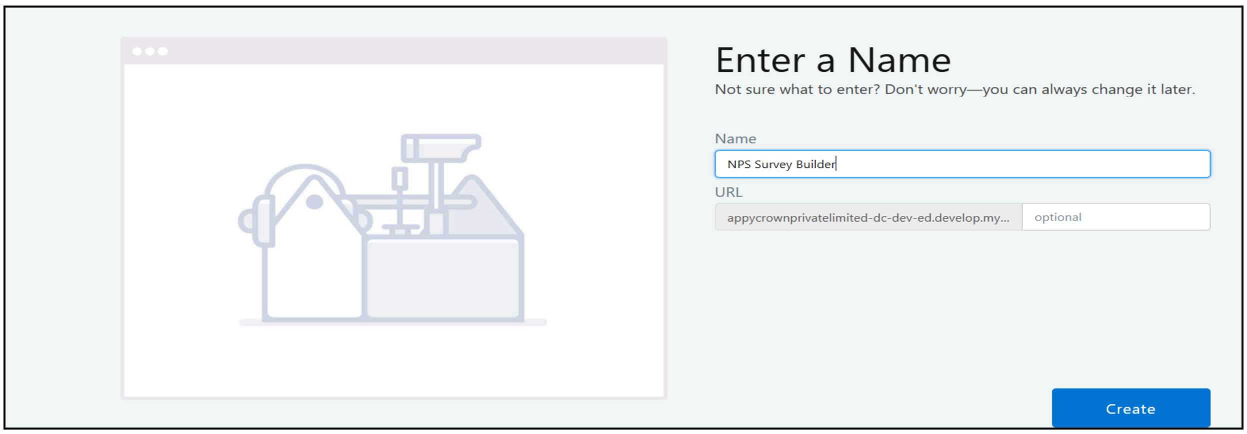


Figure 7: *Enter Name and Create*

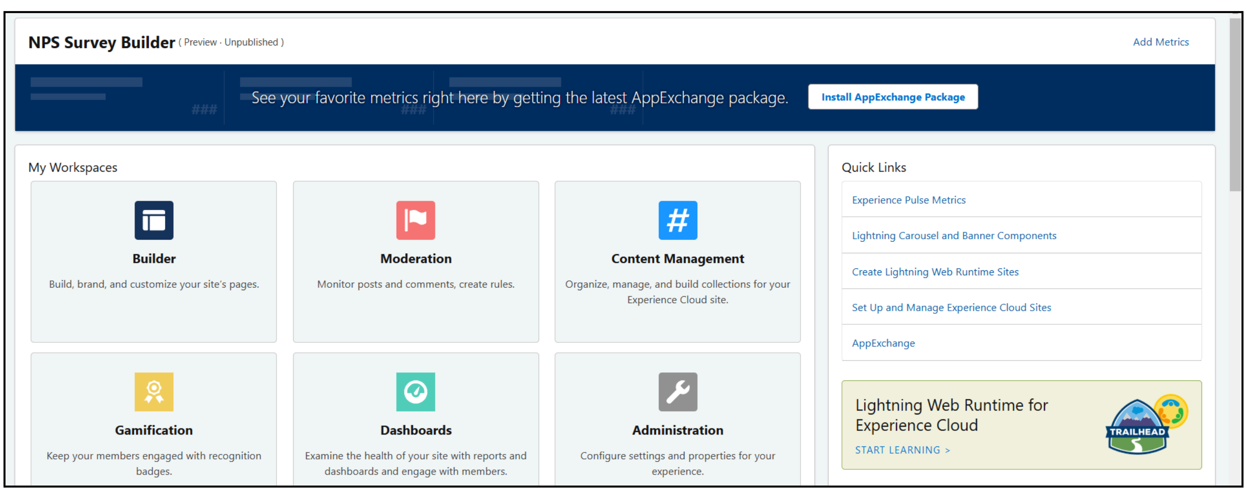


Figure 8: *Customize Experience site*

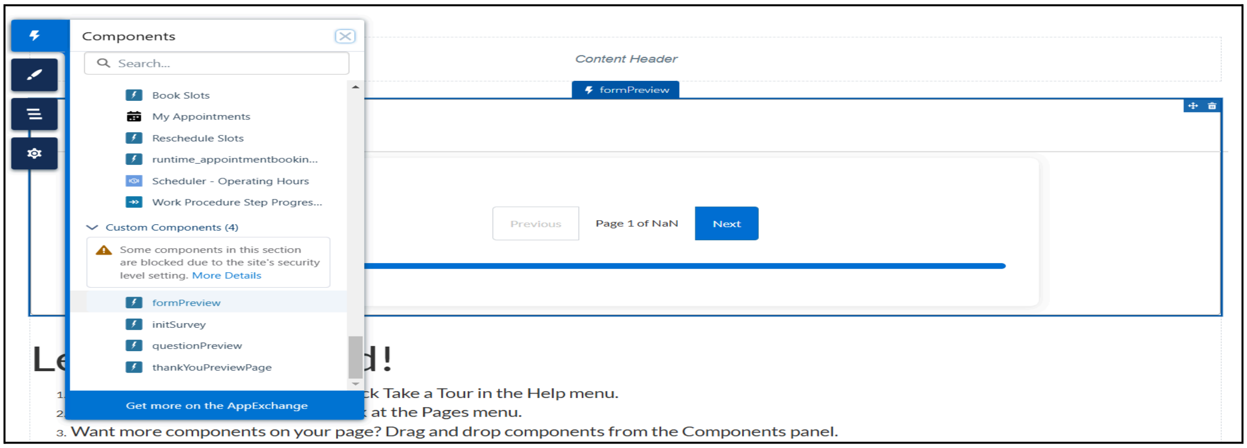


Figure 9: *Drag component for display Survey form*

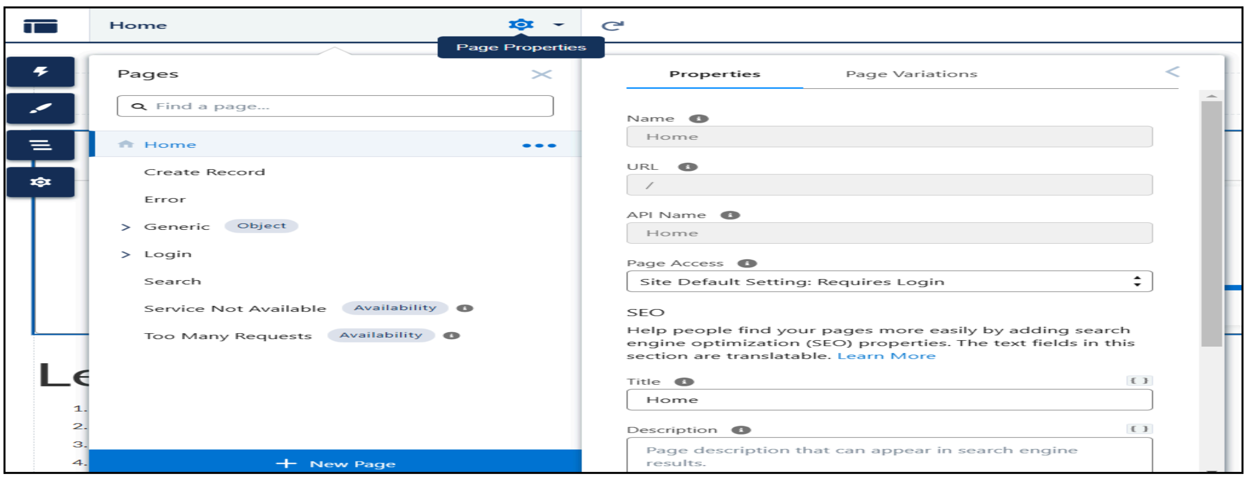


Figure 10: *Display Thank You Message*

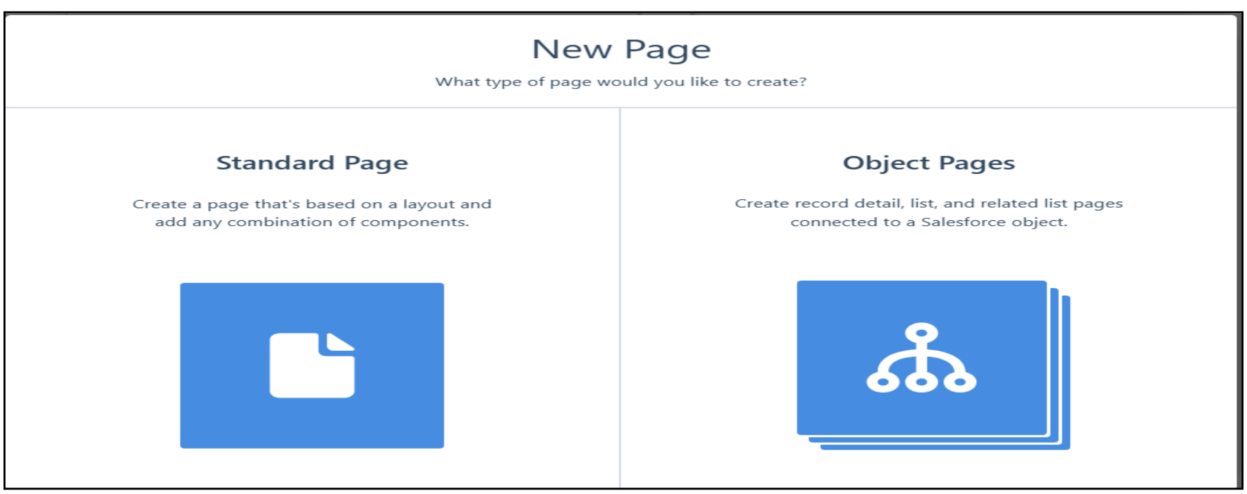


Figure 11: *Choose Standard Page*

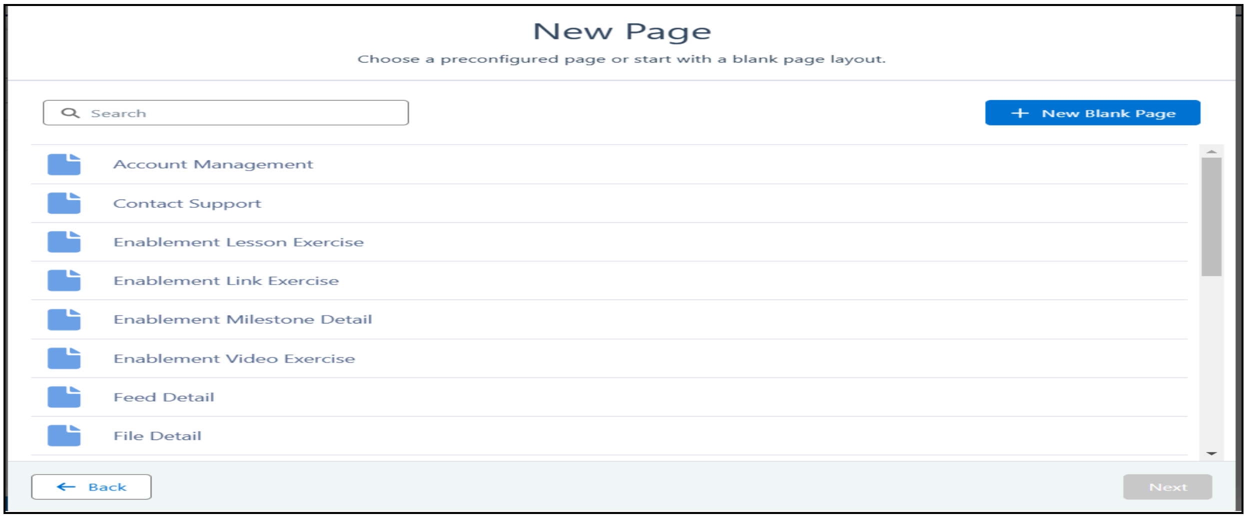


Figure 12: *Choose a New Blank Page*

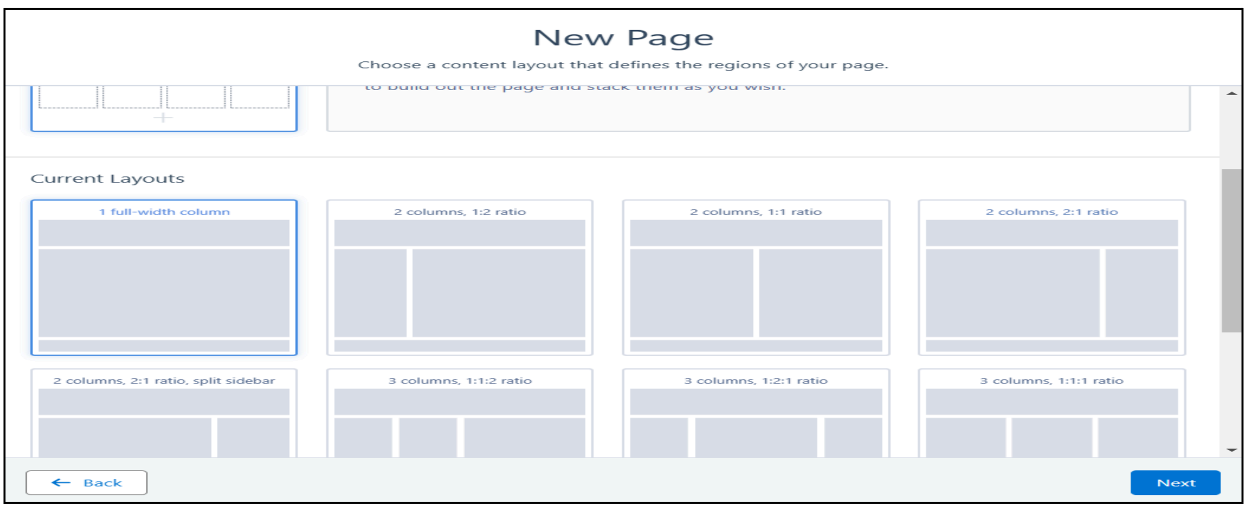


Figure 13: *Choose Experience Site Page Layout*

Figure 14: *Enter Name and API Name*

Figure 15: *Drag Thank You component*

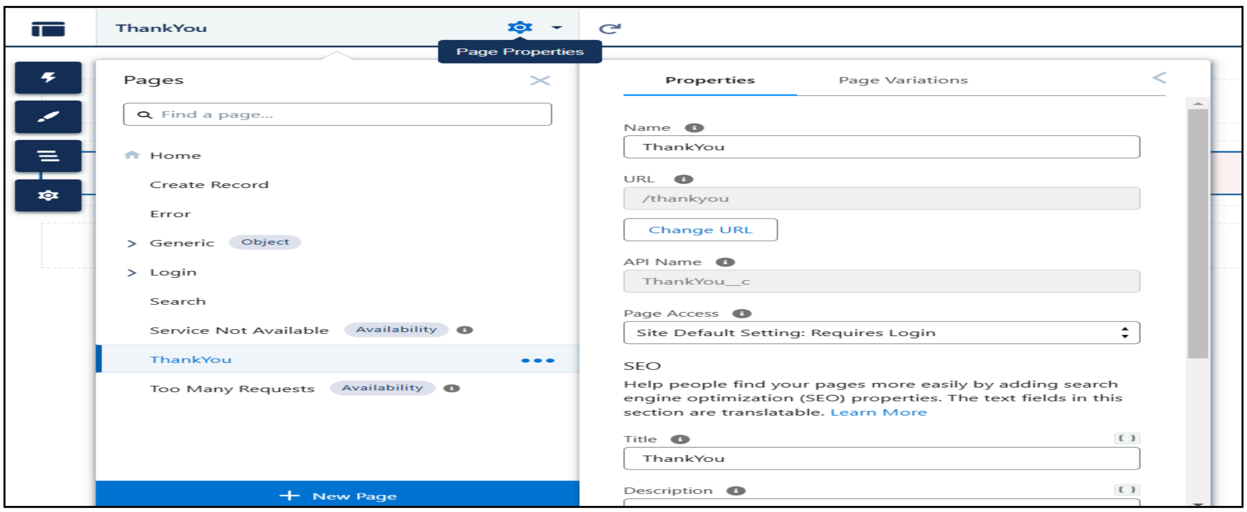


Figure 16: *Verify the Thank you Page URL.*

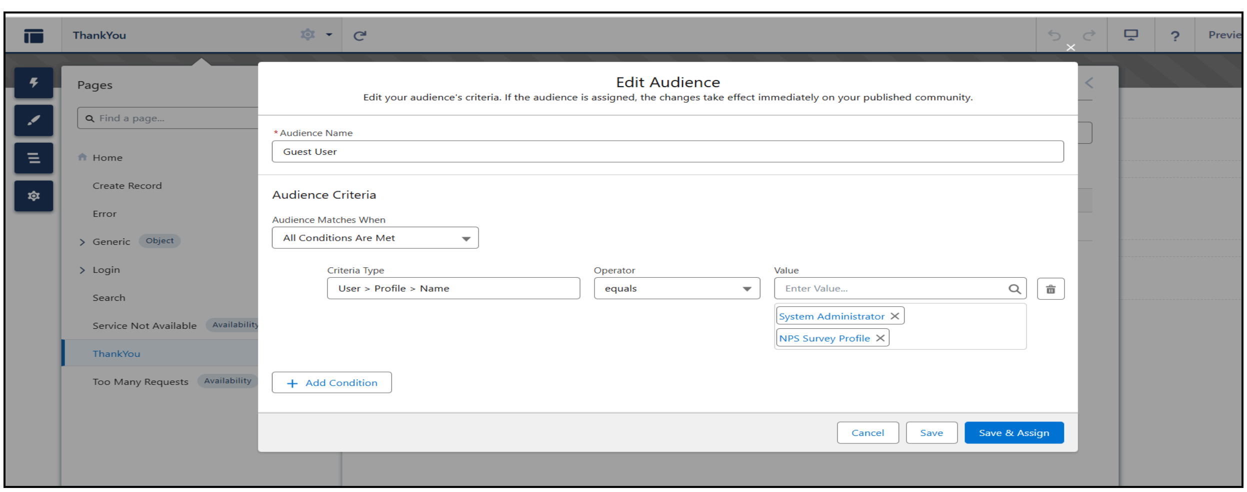


Figure 17: *Create an Audience and Assign.*

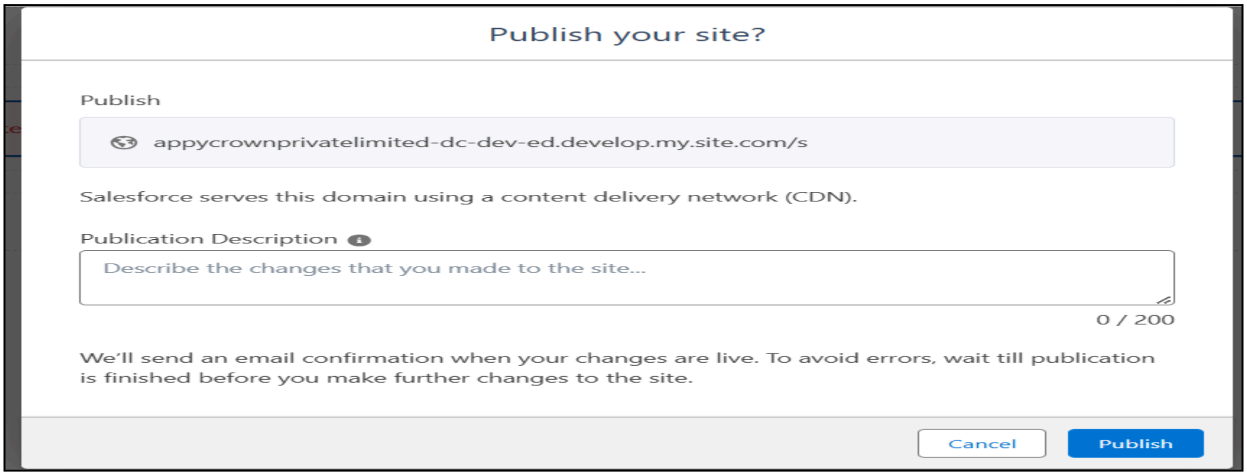


Figure 18: Publish the Experience Site.

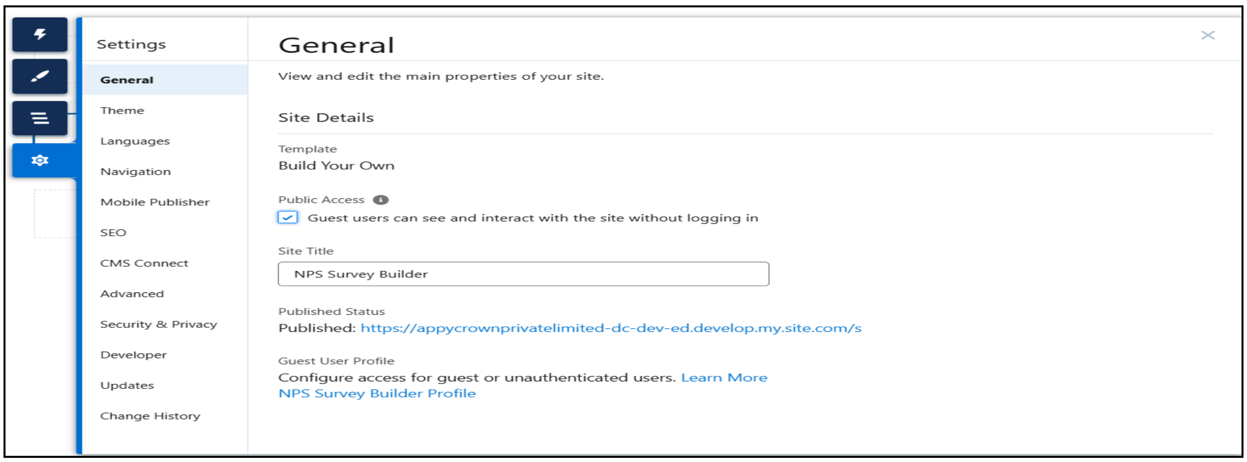


Figure 19: Check Public Access.

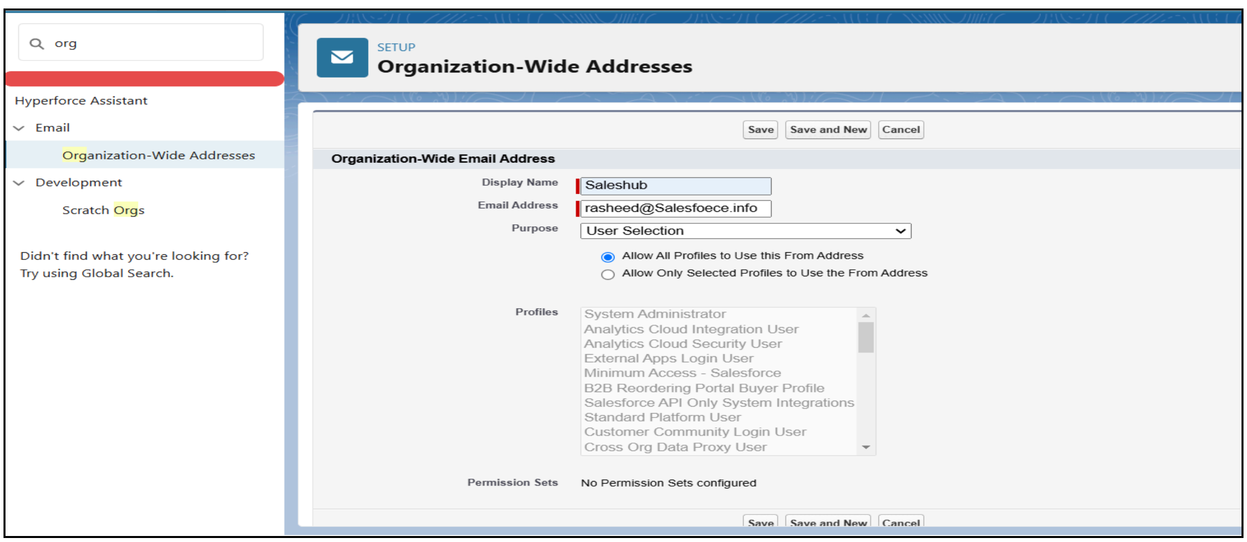


Figure 20: Create Organization-Wide Addresses.

Step 4: Activate Experience Site

- Click on “**Workspaces”** and click on “**Administration”** from the options. (refer to Fig 21)

- Click on “**Activate”** to activate the “**Experience site”**. (refer to Fig 22)
- Click on “**Members”,** and check in the “**Available Permission Set”.**
  If **“Survey Builder Guest User”** is not available, move to **“Selected Permission Set”** and click **“Save.”** (refer to Fig 23)

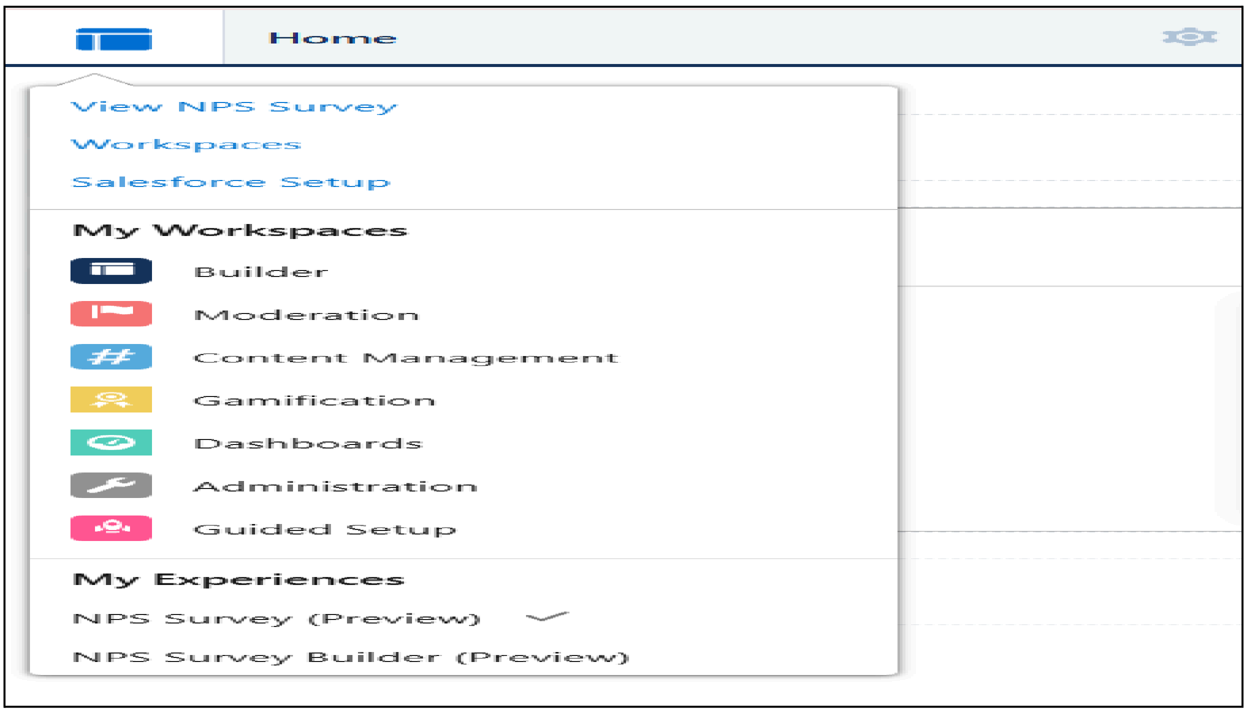


Figure 21: Administration.

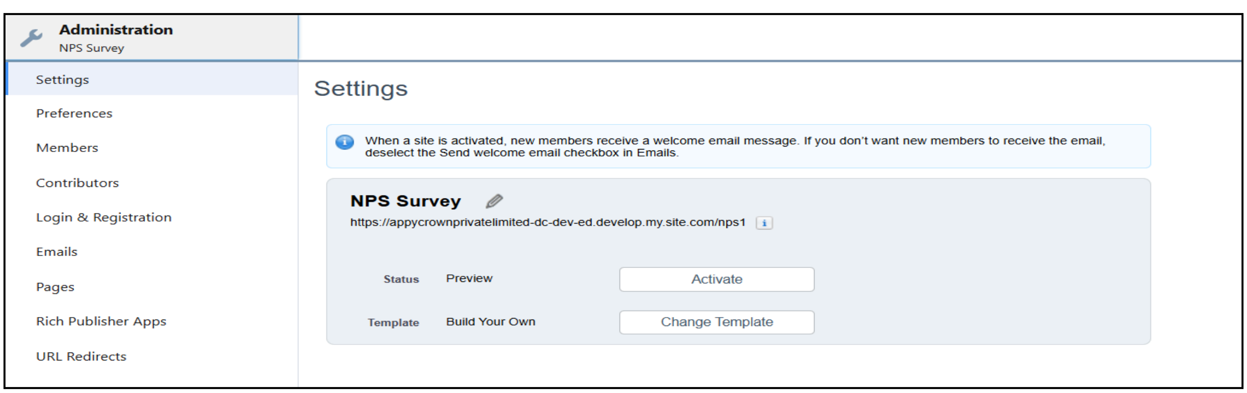


Figure 22: Activate Experience Site.

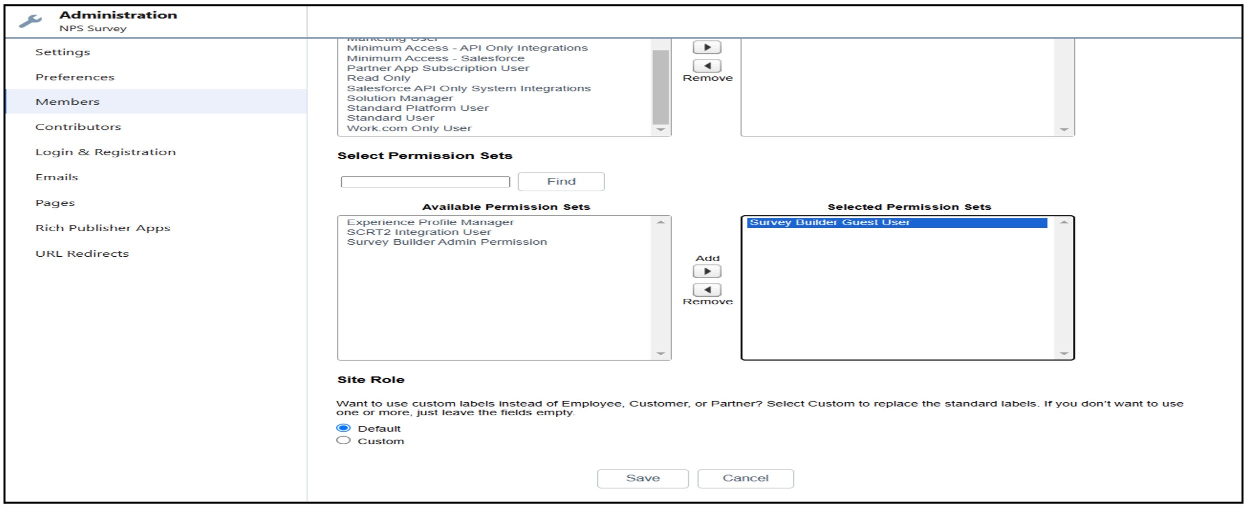


Figure 23: Check Permission Set.

Step 5: Assign Permission Set

1. Go to Home>Quick Find Box> Search "**Permission Set**" and Find "**Survey Builder Guest User**". Assign to the Guest User to create the record.
   (refer to Fig 24)
   a. Click on "**Manage Assignments**" (refer to Fig 25)
   b. Click on the "**Add Assignment**" to assign to the **Guest User.**
   (refer to Fig 26)
   c. Check the checkbox of "**NPS Survey Builder Site Guest User**".
   Click on the "**Next**" button. To assign **Permission Set** to the Guest User. (refer to Fig 27)
   d. Click on the "**Assign**" button to assign the permission set to the Guest User. (refer to Fig 28)
   e. Click on "**Done**" to assign a Guest User. (refer to Fig 29)

2. Go to Home>Quick Find Box> Search "**Permission Set**" and Find "**Survey Builder Admin Permission**". Assign to the Admin to create, read and update the record. (refer to Fig 24)

a). Click on "**Manange Assignment"** to assign the permission set to the Admin. (refer to Fig 30)

b). Click on the "**Add Assignment"** to assign. (refer to Fig 31).

c). Choose "**System Administrator"** Profile and click on the "**Next"** Button. (refer To Fig 32).

d). Click on the "**Assign"** button to assign the permission set.(refer to Fig33)

e). Click on the "**Done"** button for assignment. (refer to Fig 34).

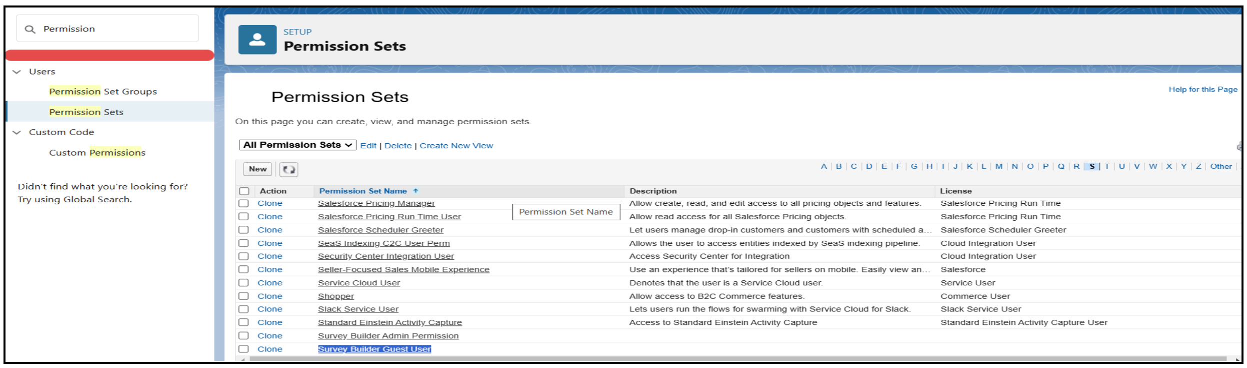


Figure 24: Search Permission Set.

Figure 25: Manage Assignment.

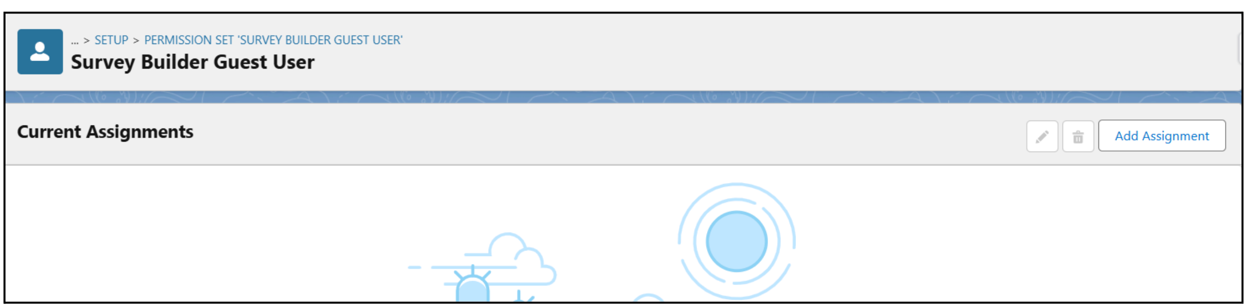


Figure 26: Add Assignment.

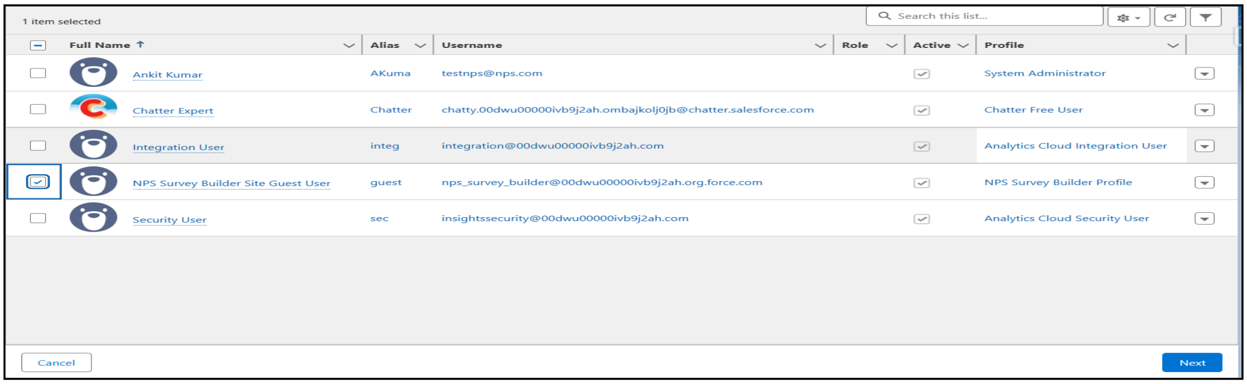


Figure 27: *Assign Permission Set to the Guest User.*

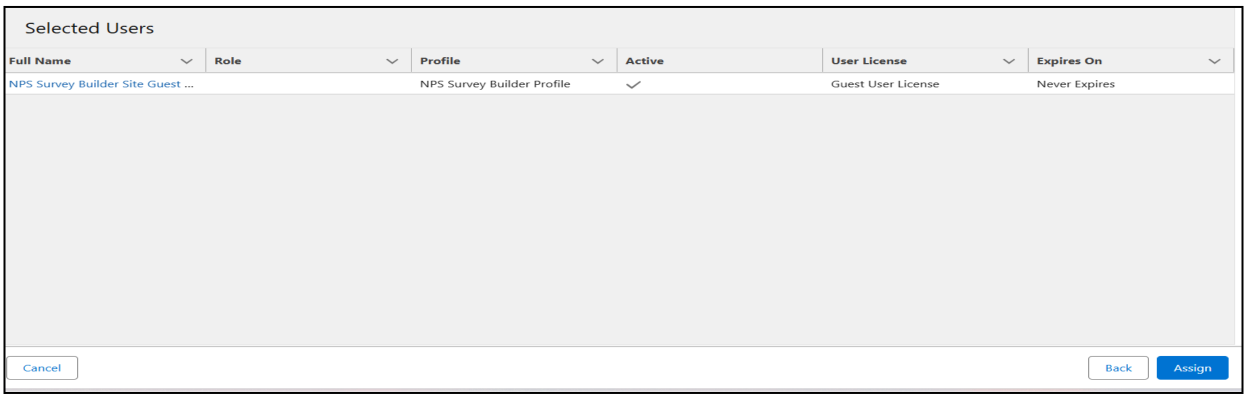


Figure 28: *Assign to the Guest User.*

Figure 29: *Assigned.*

Figure 30: Manage Assignments.

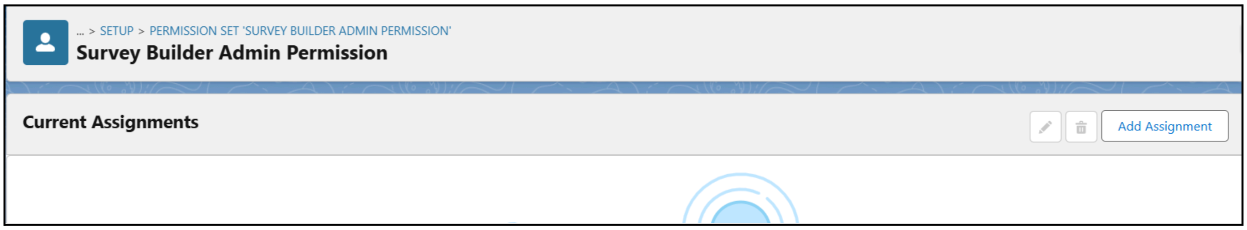


Figure 31: Add Assignment to the Guest User.

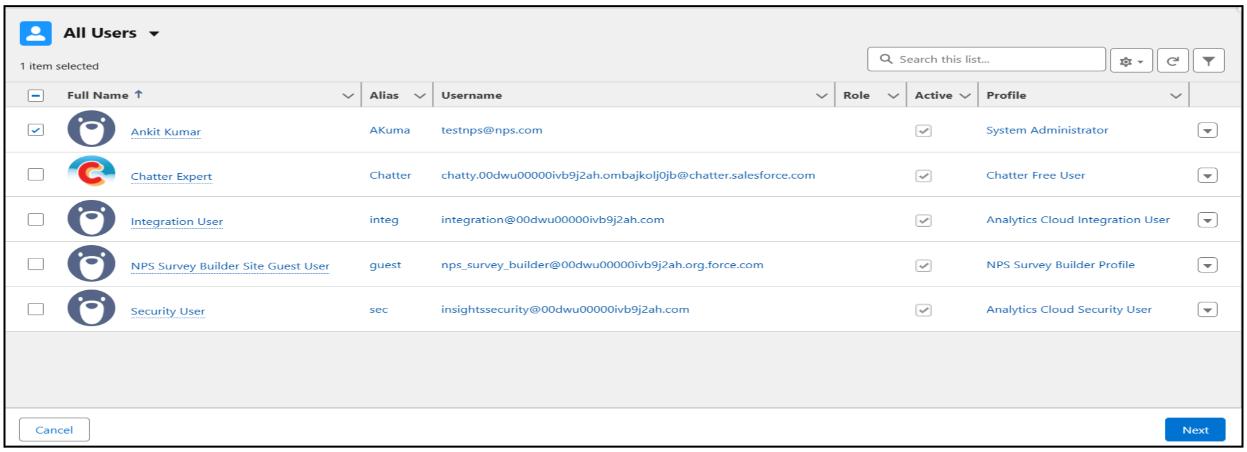


Figure 32: Choose Admin User.

Figure 33: Assign To The Admin.

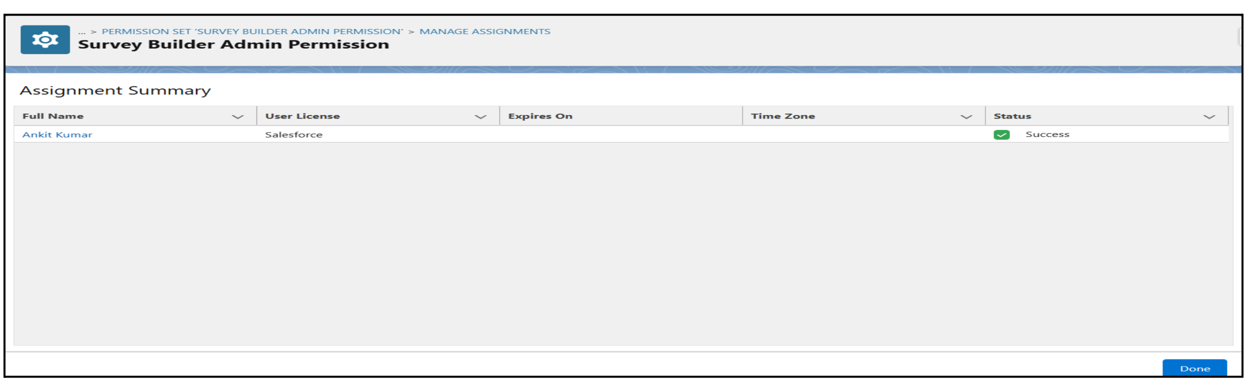


Figure 34: *Assigned.*

Step 6: Update Experience Site URL.

- Go to Home> Quick Find Box> Search "**All Sites**" and copy the URL.(refer to Fig 35)
- Go to Home> Quick find Box> **Custom Setting** and click on the "**SurveyFormPage**".(refer to Fig 36)
- Click on "**Manage**". To update the SurveyFormUrl and Thank You Page URL.
  (refer to Fig 37)
- Click on the "**New**". To update the Form URL and Thank you Page URL. (refer to Fig 38).
- Paste the copied URL in the "**FormPageURL**". and after Url add '/s'.
  For example:- https://abc.develop.my.site.com/nps1/s
  In the "**ThankYouPageURL"** paste the same Url and after Url give '/' and add the thankYou Url. (refer to Fig 39 and 40).
  For Example:- https://abc.develop.my.site.com/nps1/thankyou
- Click on the "**Save"** button to save the URL.

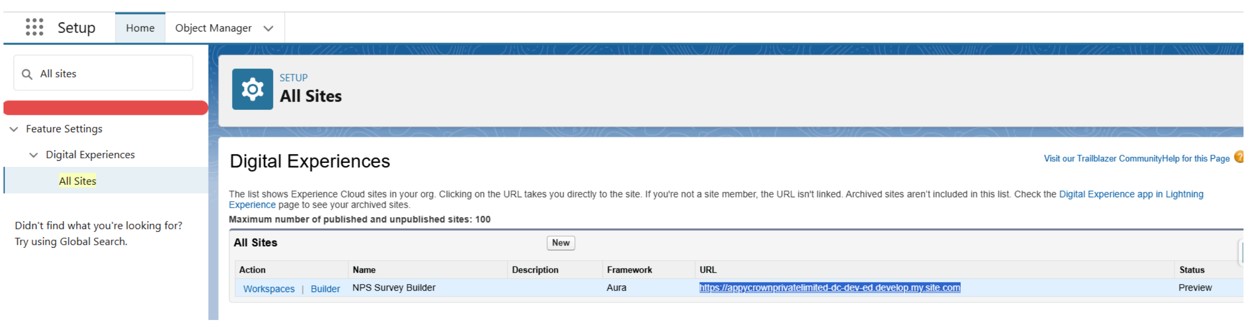


Figure 35: *Copy URL.*

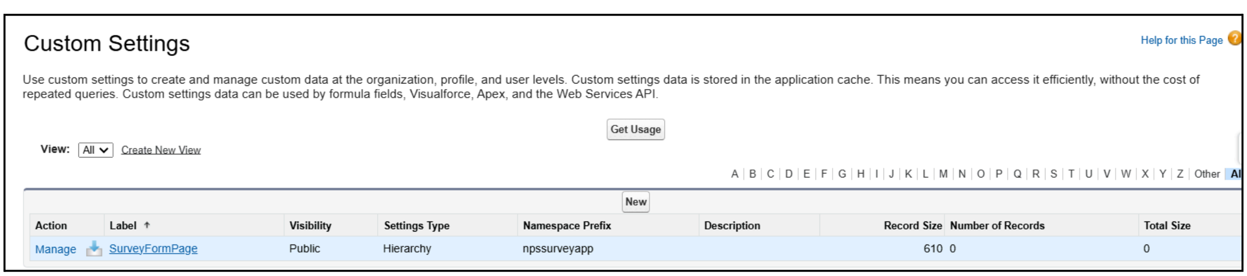


Figure 36: *Edit Custom Setting.*

Figure 37: Manage Custom Setting.

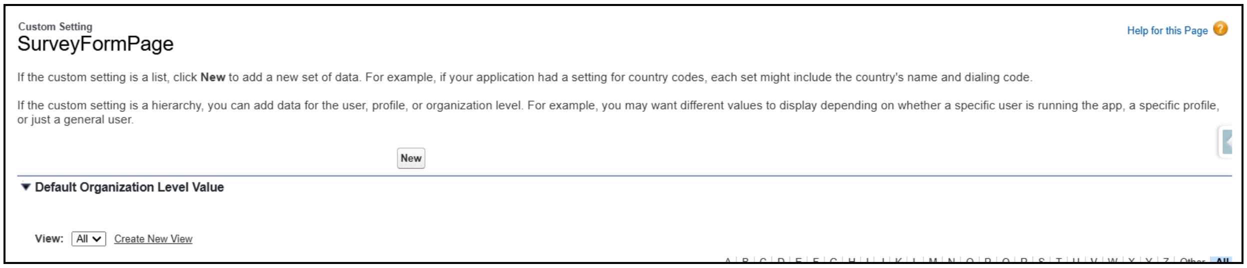


Figure 38: Manage Custom Setting.

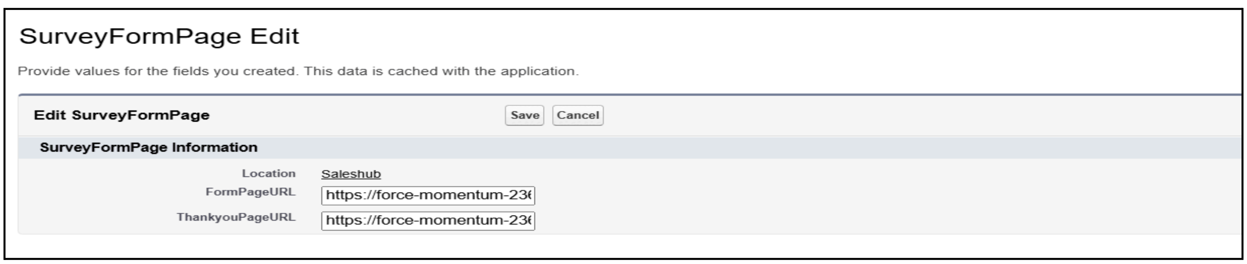


Figure 39: Paste URL.

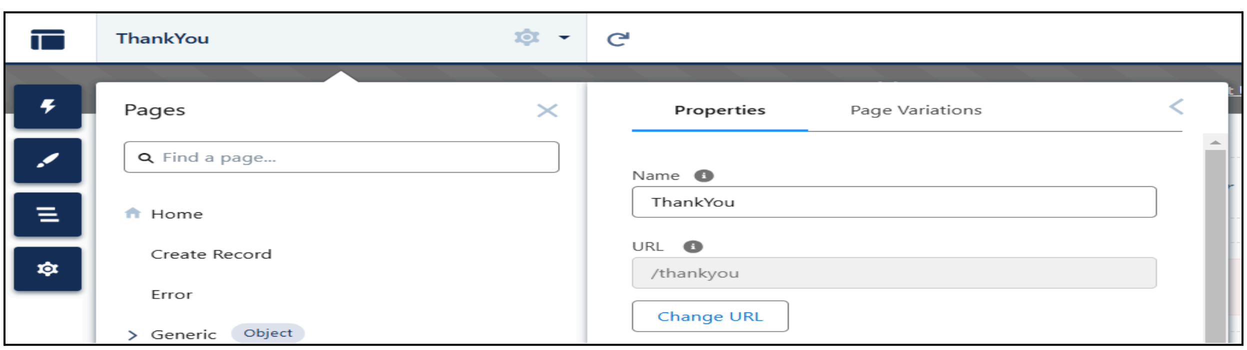


Figure 40: Copy ThankYou URL.

Step 7: Check Access To The Guest User.

- Go to Home>Quick Find Box>search "**General Setting**" under "**Feature Settings**".

Click on the "**Edit**" button. (refer to Fig 41)

- Make sure the checkbox is checked for "**Allow site guest users to upload files".** and "**Save**". For Upload files by the Guest User. (refer to Fig 42)
- Go to Home> Quick Find Box> search "**Deliverability".** (refer to Fig 43)

Note:- Make sure "Access to send Email" is "**All Email".**

Figure 41: Check The Access.

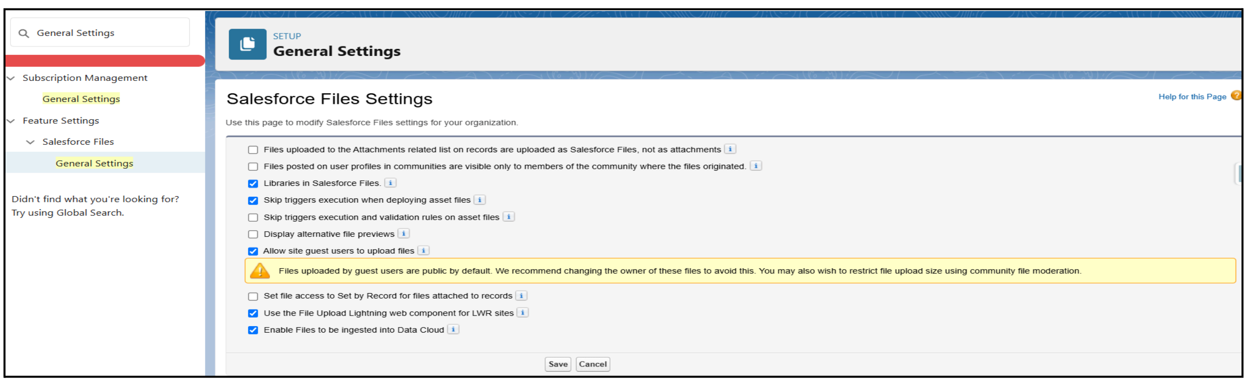


Figure 42: Give The Access.

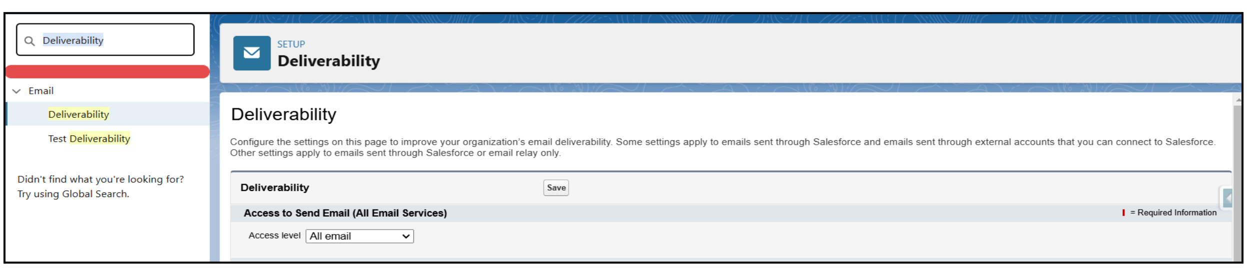


Figure 43: Check Deliverability

Step 8: Create Sharing Settings

- Go to Home>Quick Find Box>search "**Sharing Settings**". (refer to Figure 44)
- Search the "**Field Mapping"** object under "**Sharing Rule**" and click on "**New"**. (refer to Figure 45)
- Enter "**Rule Label**" and check the checkbox of "**Guest User Access"**.
  (refer to Figure 46)
- Choose the "**Created By Id**" field, "**not equal to**" operator and the value will be "**empty".** Also, Choose "**Share With"** your Guest User name.
  Then, click on "**Save" to save** "**Sharing Settings**". (refer to Figure 47)

Note:- Please do the same points for the "**Question", "Question Rule", "Response", Score Level",**
"Survey Distribution", and "Survey Form" for creating **Sharing Settings.**

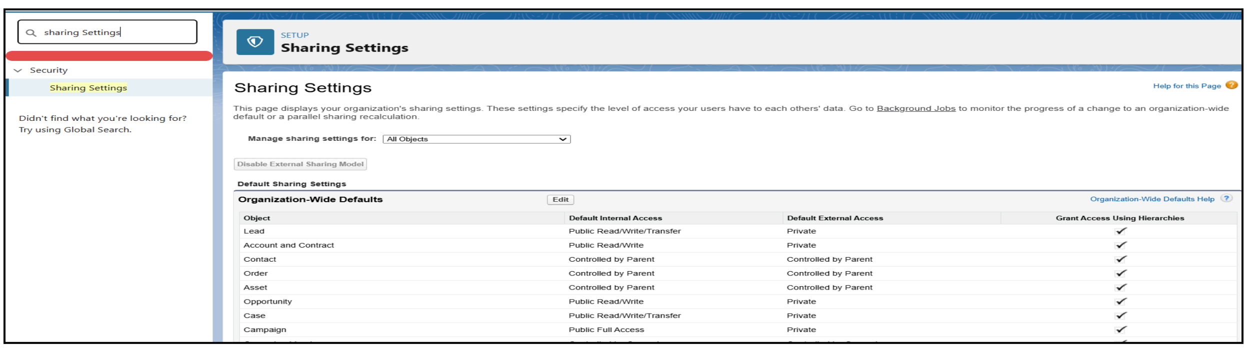


Figure 44: *Sharing Setting*

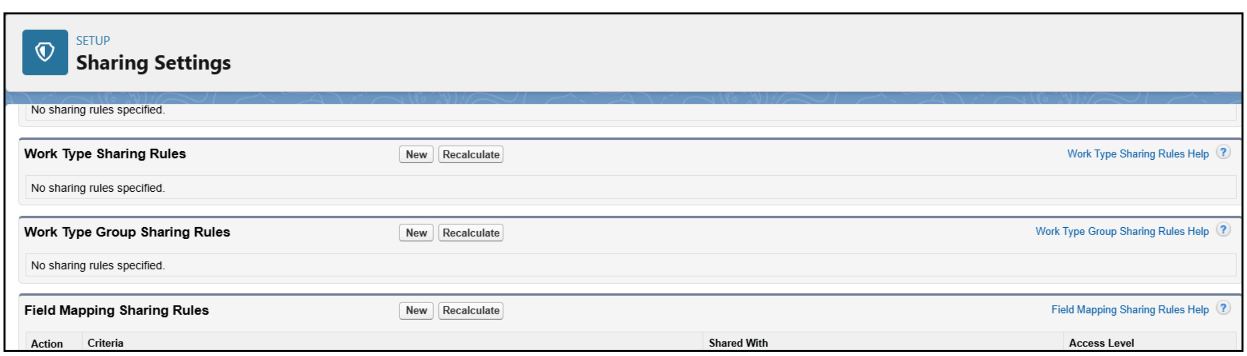


Figure 45: *Search Object Name*

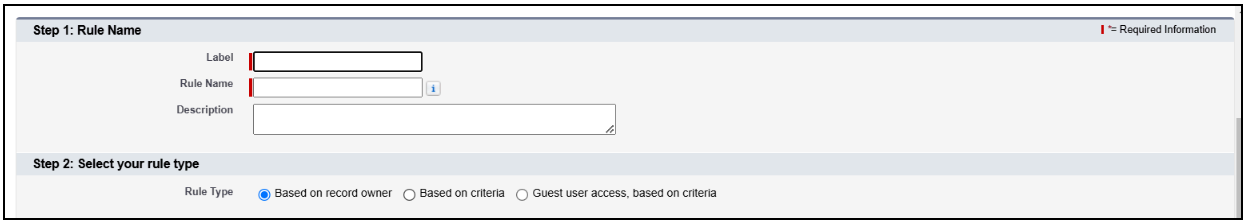


Figure 46: Enter Rule Name

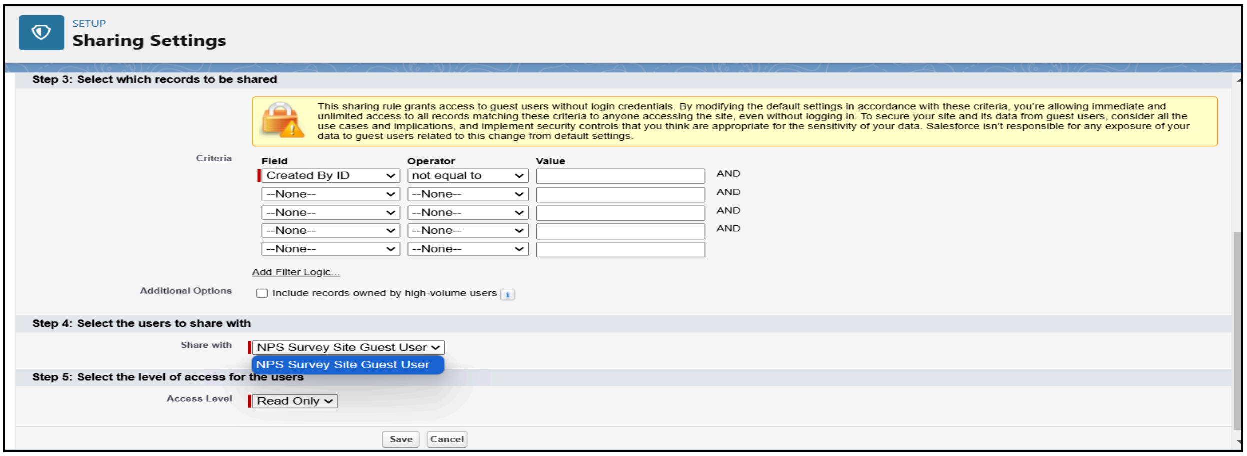


Figure 47: Select a Field and Share With

Step 8: Create a Survey Form

- Go to **App Launcher** > Search box> Type "**NPS Survey Builder** ", and click on **NPS Survey Builder** (refer to Figure 48)**.**
- In NPS Survey Builder, on the bottom side, you will see two buttons,

  "**Create New**" and "**Select Existing** (refer to Figure 49)."
- Enter "**Survey Form Name", "Survey Form Description"** and **"Select Survey Type".** Then click on "**Create New".** For creating a new survey form. Also, You can **navigate** and **update the** survey form using navigation. (refer to Fig 50)

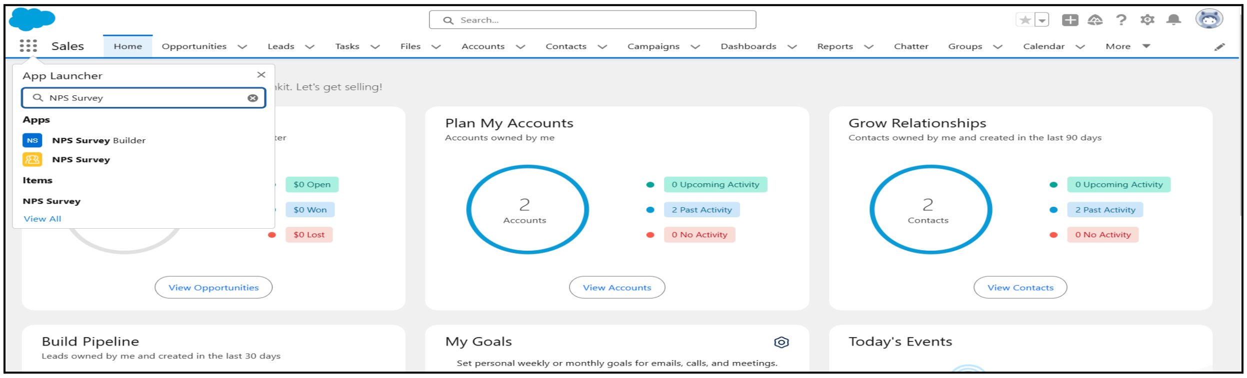


Figure 48: open NPS Servey Builder

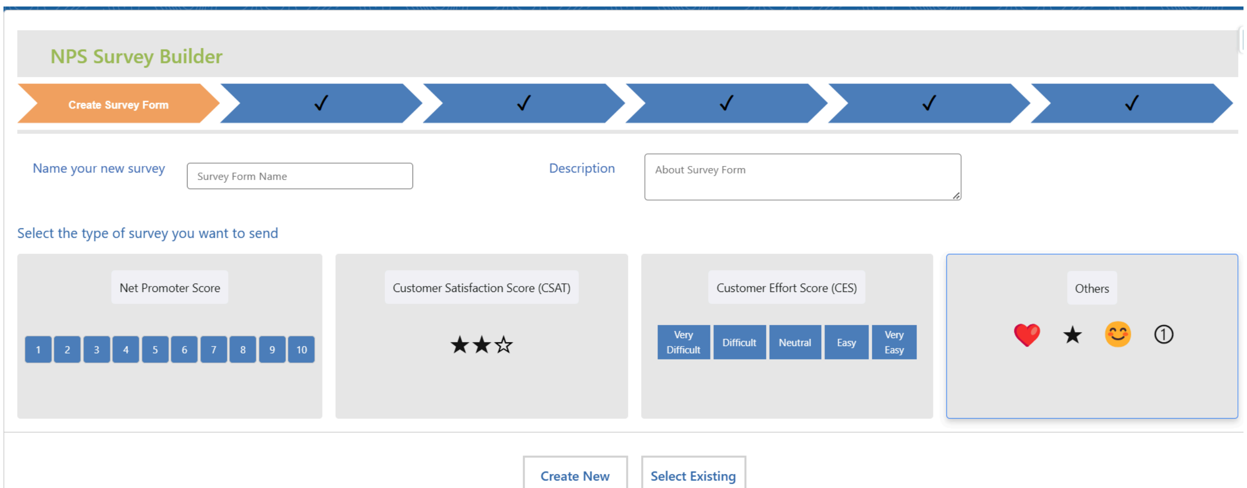


Figure 49: Create New and Select Existing Survey

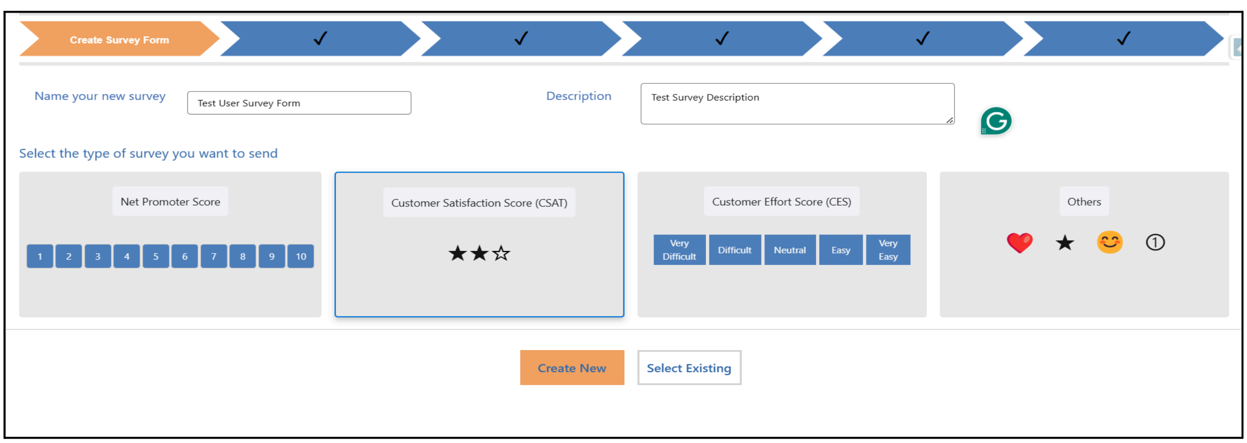


Figure 50: Create Survey Form

Step 9: Configure Survey Object

- On the "**Configure Survey Object**"
  - Choose "**Object**" for the Mapping Survey Form. (refer to Fig 51)
  - Choose "**Prevent Duplicate**" for the clone Survey Form. (refer to Fig 52)
  - Click on the "**Save**" button to save the record. (refer to Fig 53)
  - Click on the "**Cancel**" button to refresh the page. (refer to Fig 54)
  - After Page refresh click on the "**Select Exiting**" button. To Update the Survey Form.
    - Select the Survey Form to update, Click on the drop-down "▼" icon, and you will see the button "**Edit**". To update the Survey Form. (refer to Fig 55 and 56)
  - You get the saved record. Now click on the "**Update**" button to update the survey form. (refer to Fig 57)
  - Click on the **"Save&Contine"** and also, use **navigation** to move to the next page. (refer to Fig 58)

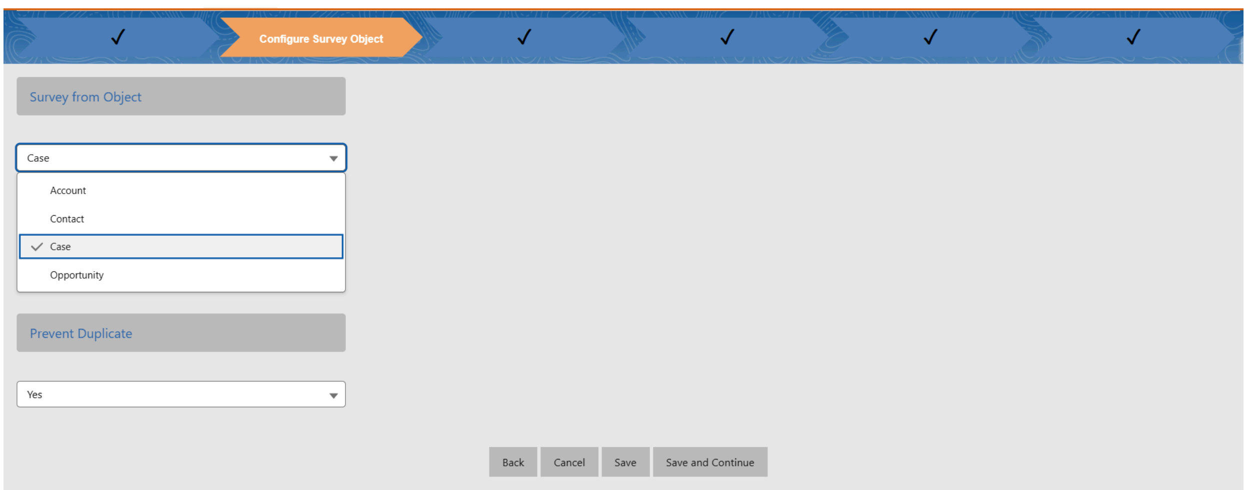


Figure 51: *Select an Object*

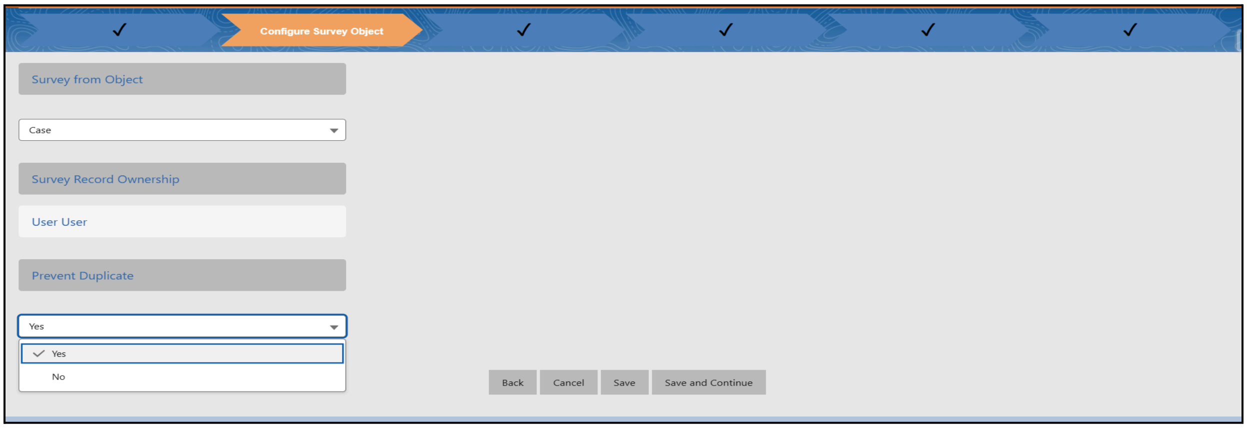


Figure 52: *Select a Prevent Duplicate*

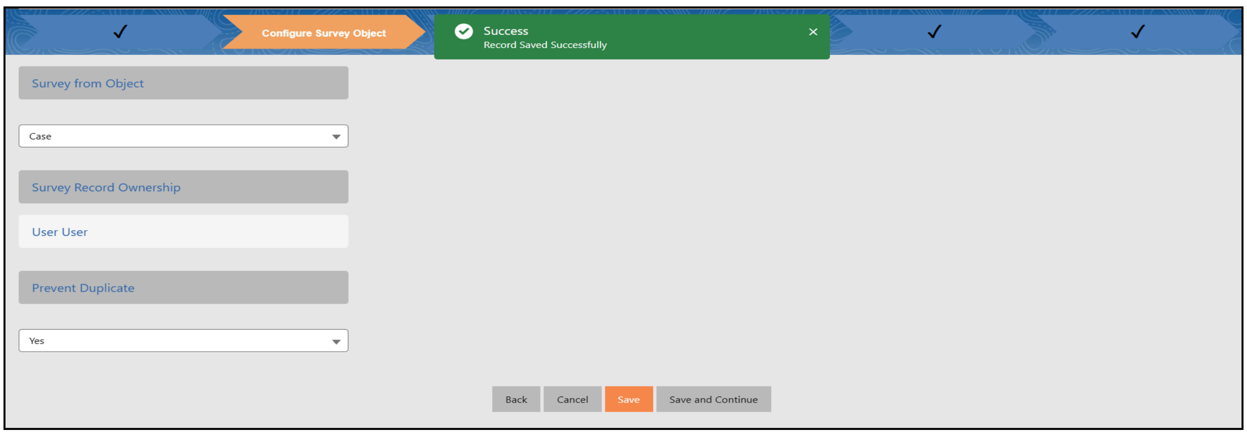


Figure 53: *Selecting Survey from the object and prevent Duplicate*

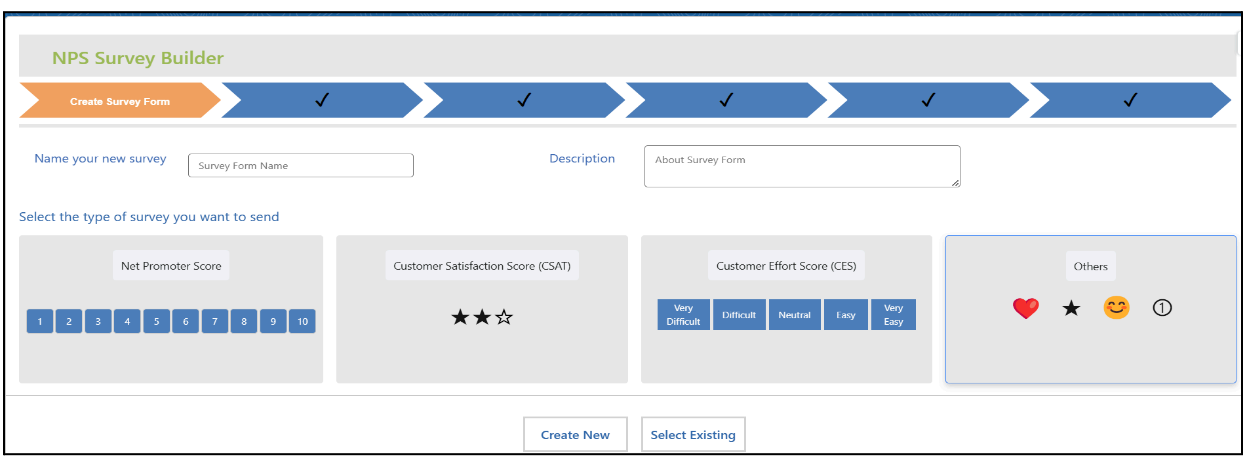


Figure 54: *Refresh and open the main page*

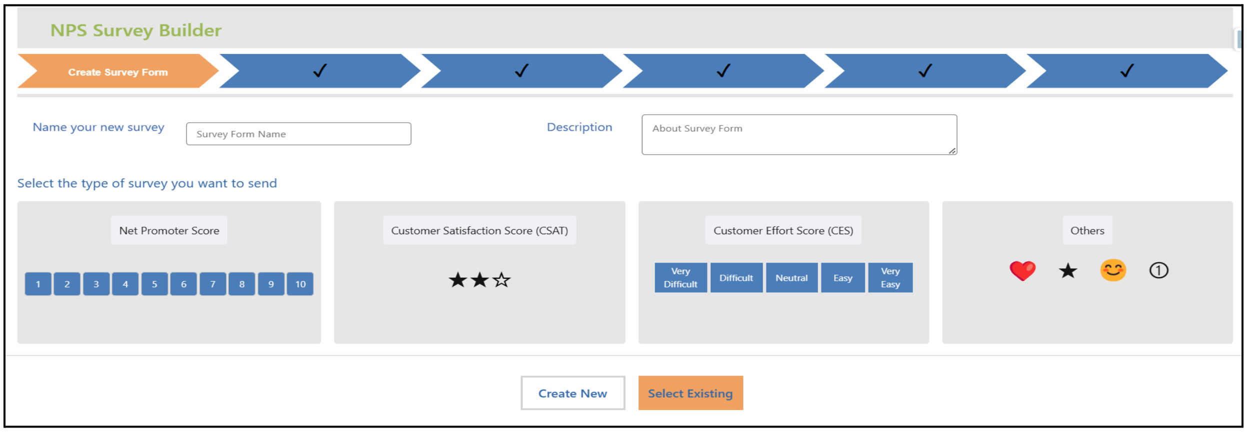


Figure 55: Select Existing Survey

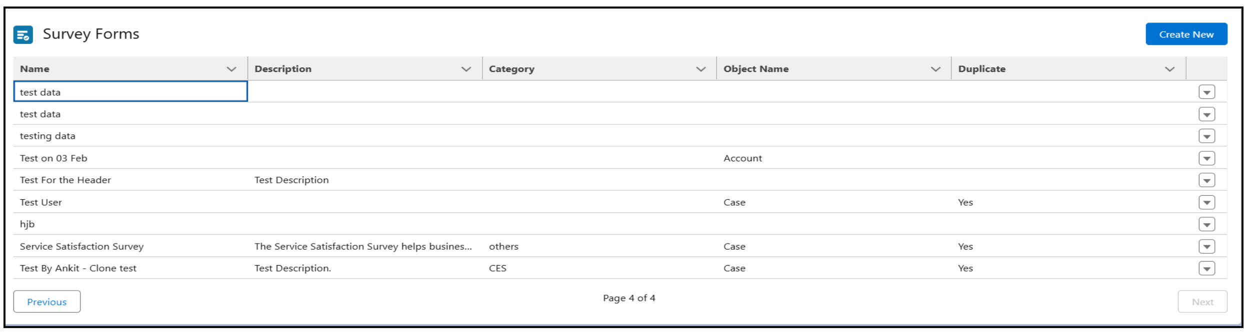


Figure 56: click on the Select Existing button to move to the Survey Forms Table.

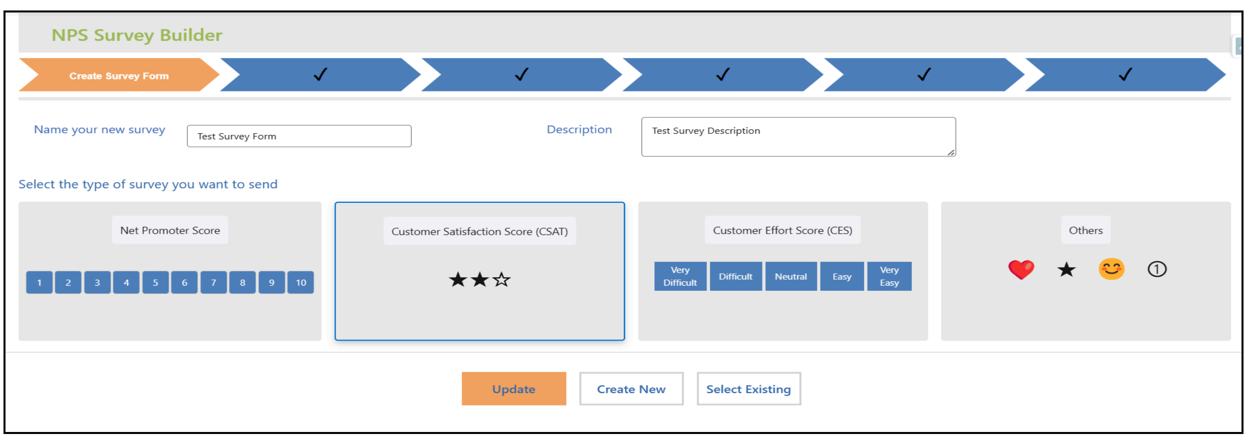


Figure 57: Click the Edit button will redirect to the NPS Survey Builder

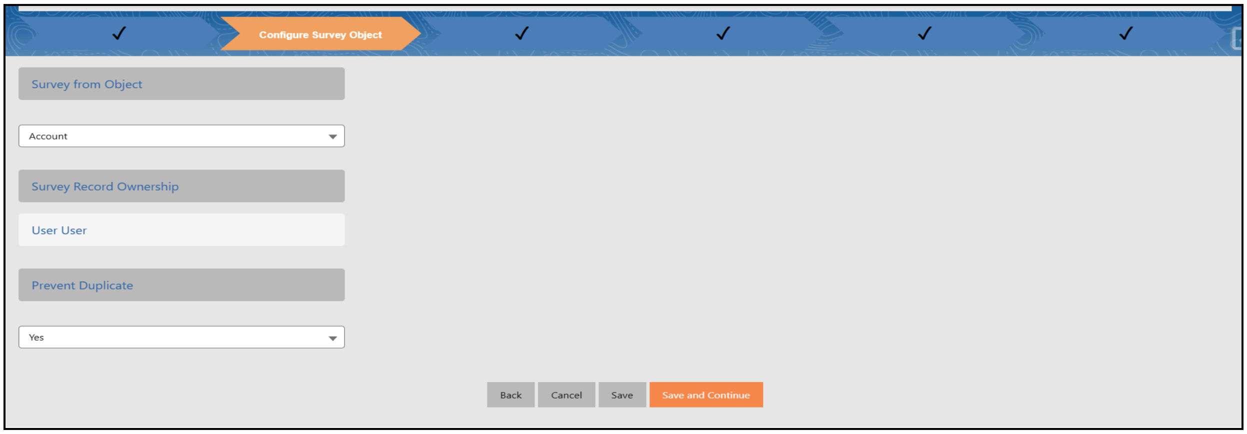


Figure 58: Click the Save&Continue button

Step 10: Add Questions and Branding

- Without creating any questions, click on the "**Save and Continue**" button, You will get a popup saying "**Please Add At Least One Question.**" (refer to Fig 59)
- Drag and Drop, where you can select any data type to create a question as per your business needs. Once dragged the question popup model will open. (refer to Fig 60)
- If you don't want to give a score for the question make it check the checkbox of the "**Do Not Score**". (refer to Fig 61)
- If you want to score that question, then fill in "**Correct Answer Score", "Correct Question When"** and "**Answer Keyword".** (refer to Fig 62)
- Click on the edit "🖍️**"** icon so you can make changes to the questions and click on the "**Save"** button to save the question. (refer to Fig 63)
- Click on the "ⓘ**"** and you will see the purpose of this question. (refer to Fig 64)
- Click on the "🗑️" icon button. Once you click on the "🗑️" icon button popup model will open and click on the "**OK**" button. To delete the question. (refer to Fig 65)
- Click on the "**Save&Continue"** and also, use the **navigation** button to move to the next page. (refer to Fig 62)

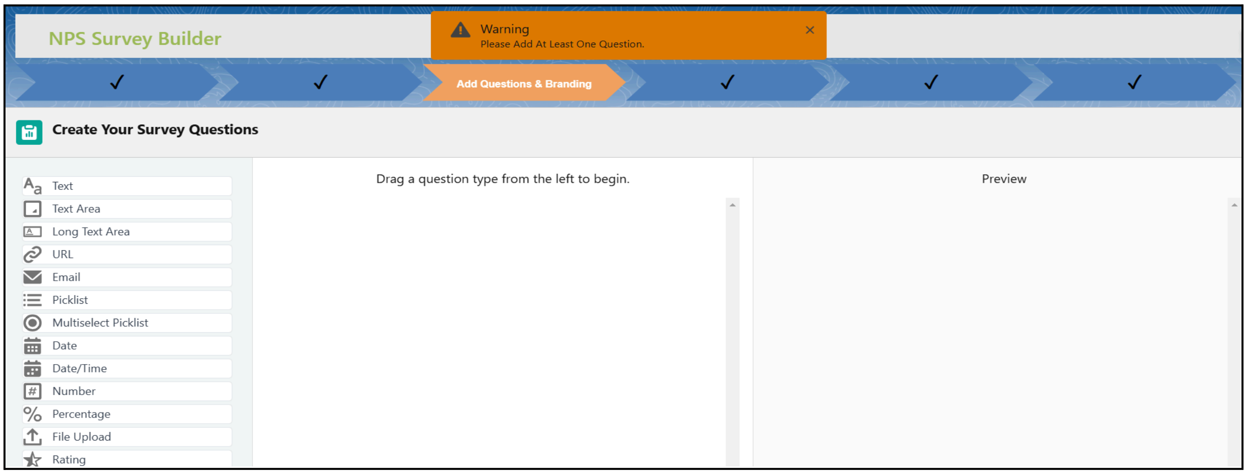


Figure 59: *get a Warning message "Please Add At Least One Question"*

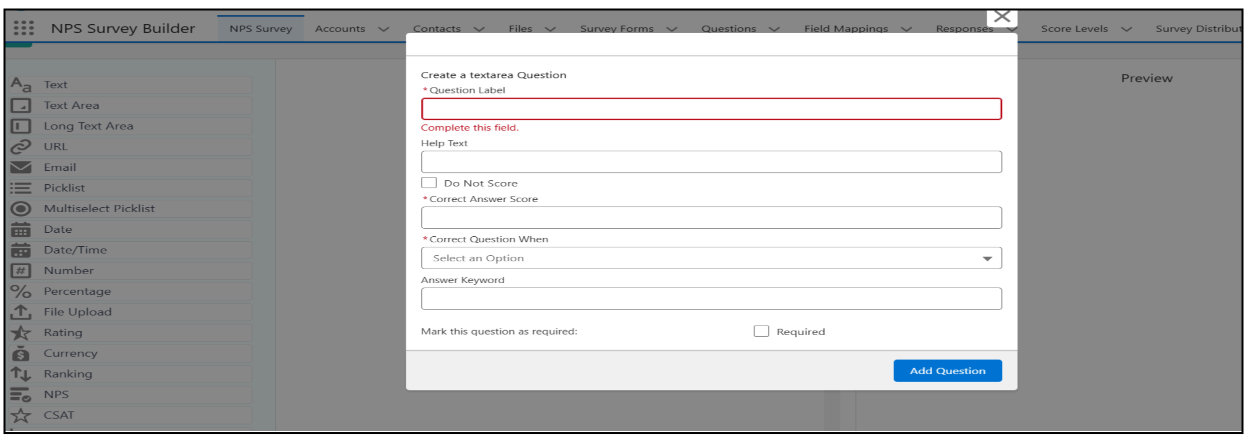


Figure 60: *Select the data type to create a question*

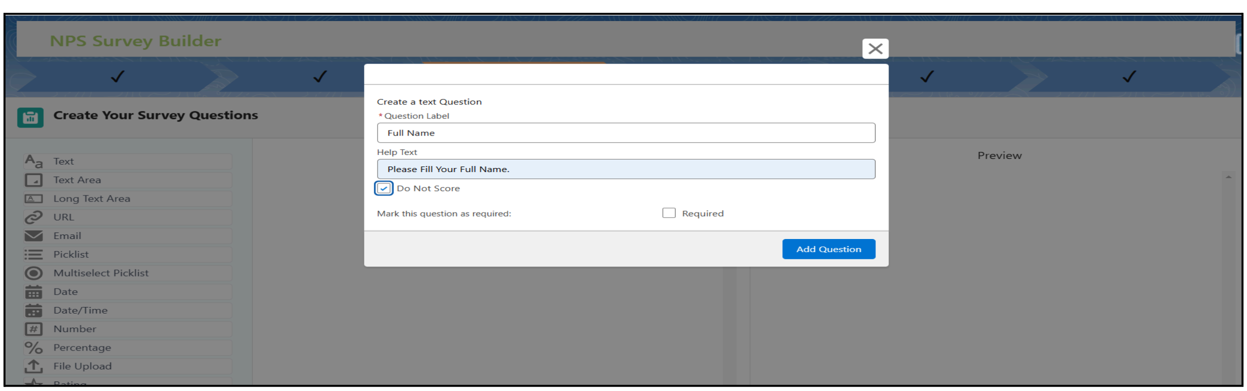


Figure 61: *Select the data type to create a question*

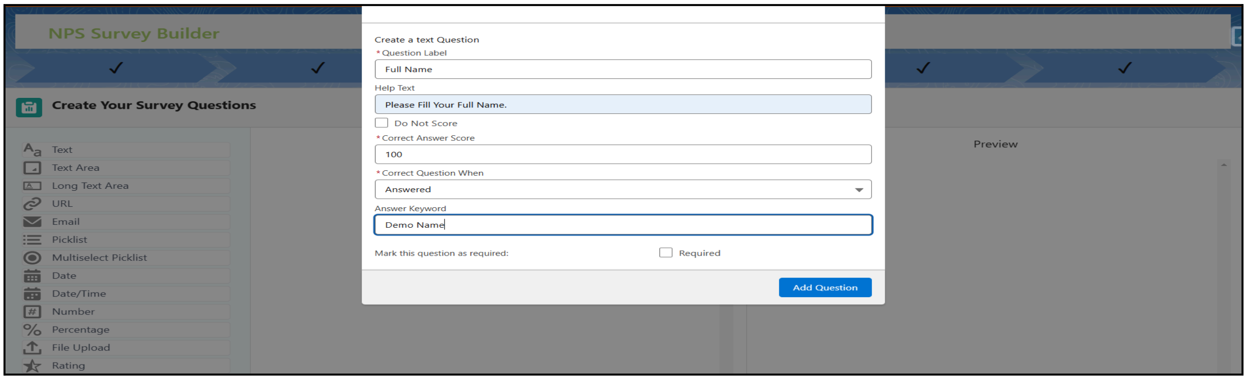


Figure 62: *To Save the question, click on the Add Question button*

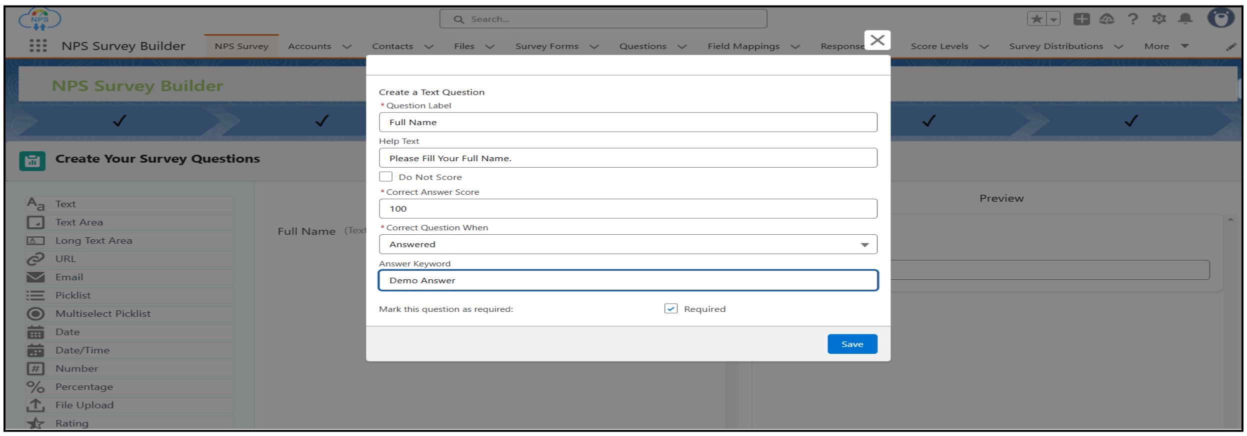


Figure 63: *Click on the edit icon button to update questions*

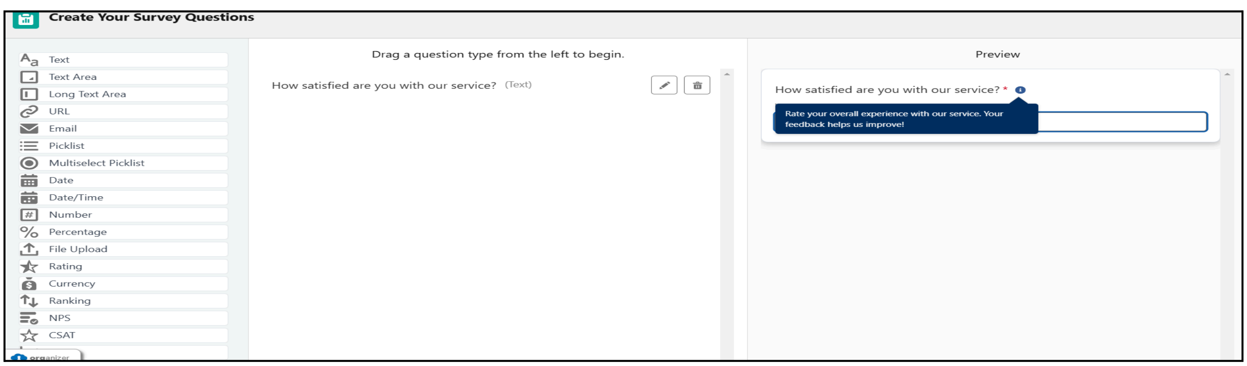


Figure 64: *help text of the question*

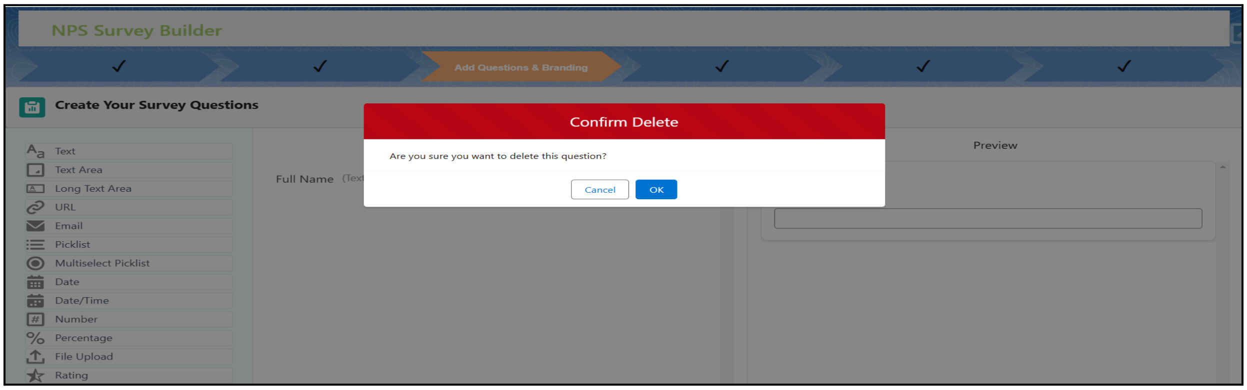


Figure 65: *Click to delete the question*

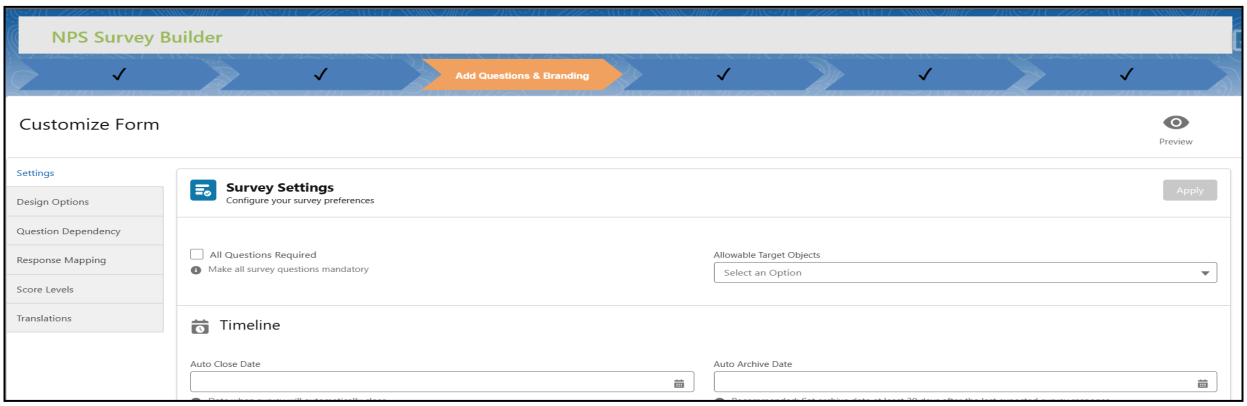


Figure 66: *move to the next Customize form*

Step 11: Customize the Survey Form

1. Survey Setting Tab

- Click on the "**Save&Continue"** without mapping questions with fields, then show an **Error** message for mapping questions with fields. (refer to Fig 67)

- In the Survey settings page if you want to make "**All Questions Required"** check the checkbox" or leave it as default. You can add "**Auto Close Date"** and **"Auto Archive Date"** but if **"Auto Archive Date"** is less than 30 days from **"Auto Close Date".** You will get a popup saying "**Archive date must be at least 30 days from today".** (refer to Fig 68)

- Select the value from "**Quick Select Frequency"** any option as per your business requirement of a "**Weekly (7) days"** then automatically set a value on **"Survey Data Collection Frequency**

(Days)” and “**Number of Recurrences**” will default value “**2**”**.** You can add other values to that if you want based on **“Quick Select Frequency”**. (refer to Fig 69)

- Click on the “**Apply”** button which is on the top-right corner of the page. To Save the Survey Setting. (refer to Fig 70)

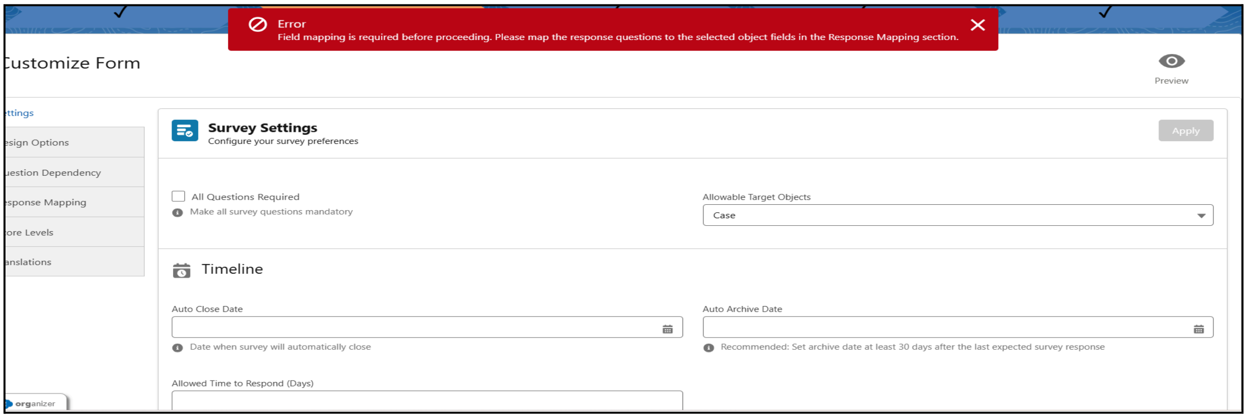


Figure 67: Click Save and Continue button to move next page

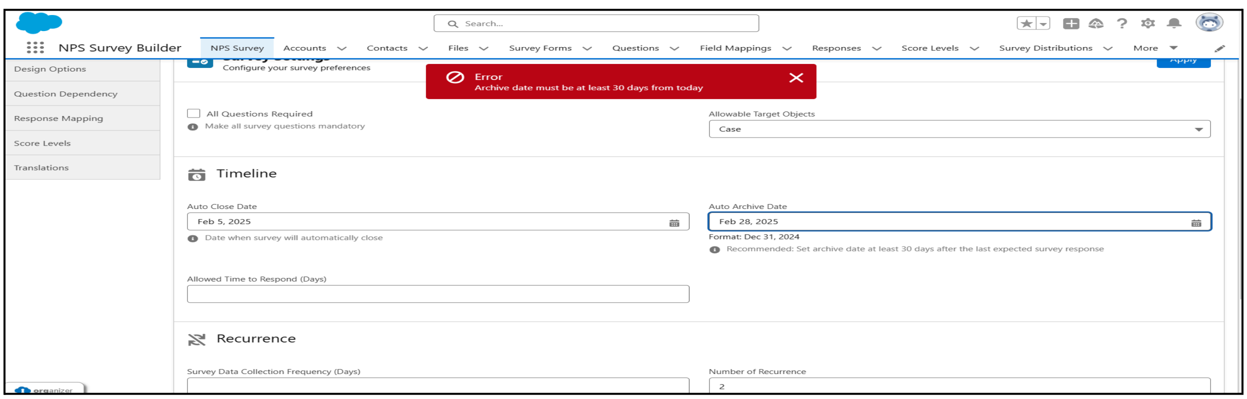


Figure 68: Save Auto Close and Auto Archive Date

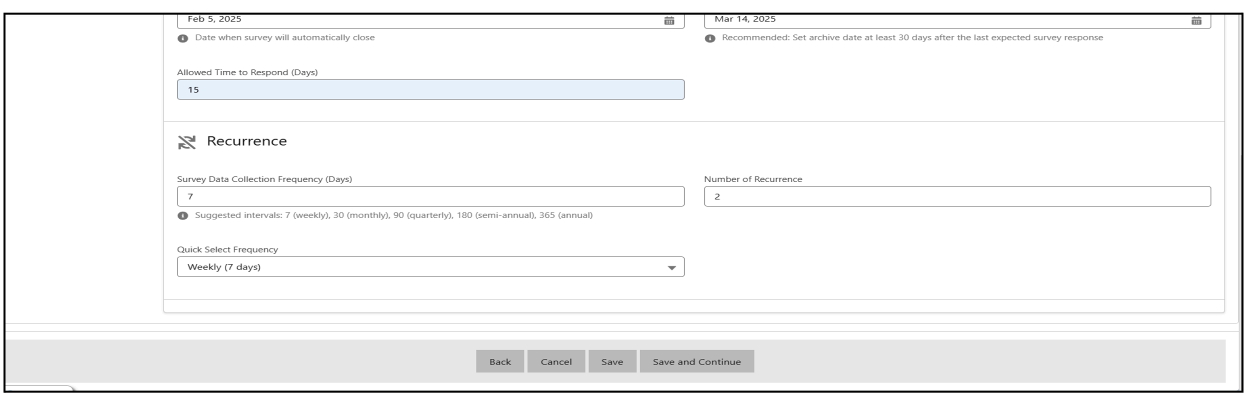


Figure 69: Auto Select Survey Data collection Frequency based on Quick Select Frequency

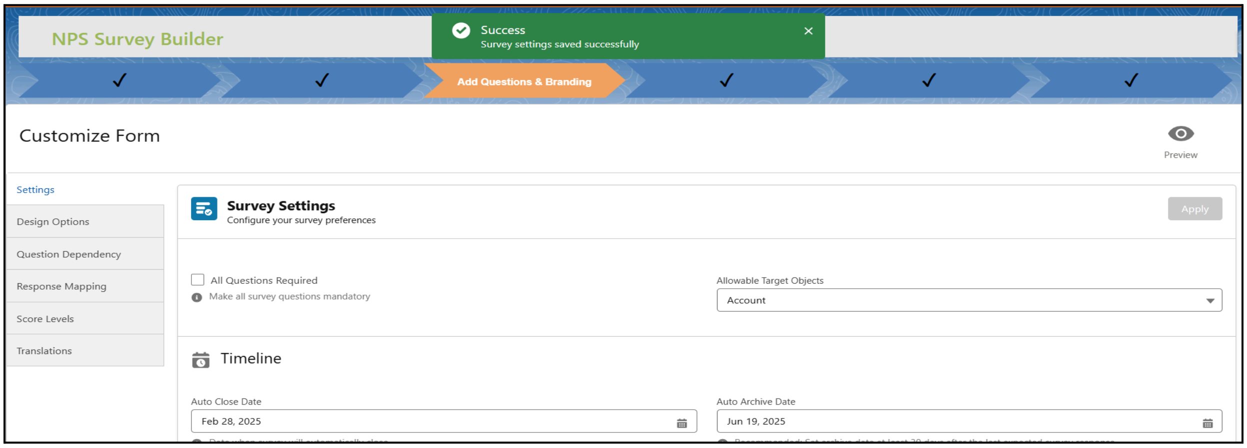


Figure 70: click on the Apply button to get the success message

2. Design Option Tab

- On the Design Options page, you can add a "**Logo**", "**Header**", "**Footer**", and **"Background image"** or **"Background color"** You can select only one of the two, and you can set questions "**font color**", "**font-size**", "**font type**", and "**number of Questions per page"** for the Customize form Click on to "**Apply**" button to save the design of the Survey form. (refer to Fig 71)

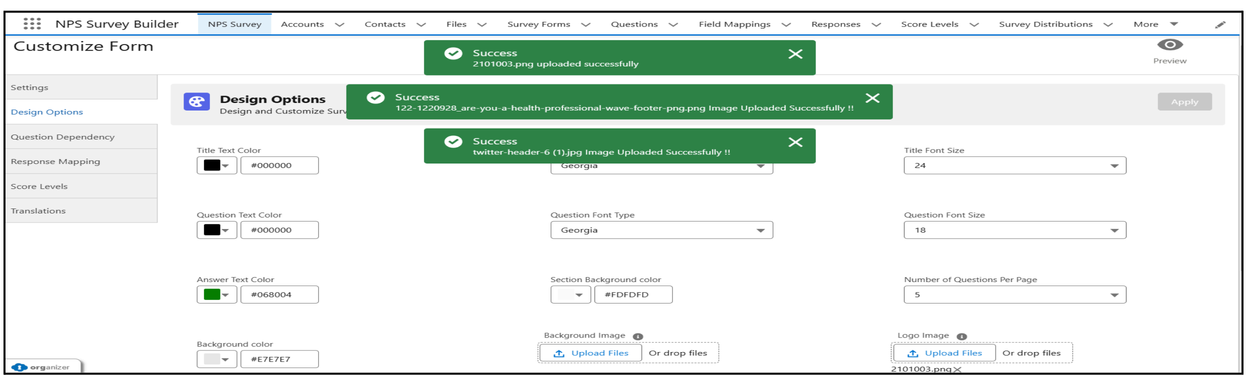


Figure 71: Click on the Appy button to save changes

3. Question Dependency

- On the Question Dependency page you can add many Rules by clicking on **"Add New Rule"** as per business requirements and you can add **Source Questions** with conditions for **Answers**, Select "**Target Questions**" and keep the default "**Active**" to apply for the Customize form Click on the "**Save Rule**" button. (refer To Fig 72)

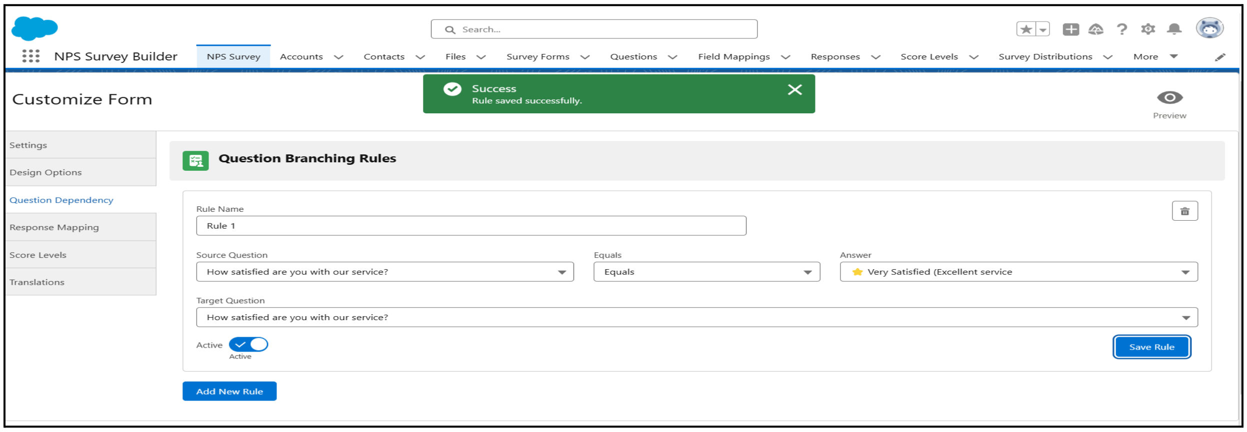


Figure 72: To Apply New Rule on Questions

4. Response Mapping

- On the Response Mapping page you can add a map to your Selection questions by selecting any object **(case)** and their fields like "**Name**", "**Email Address**" based on the business need for the Customize form Click on the "**Save Mappings**" button to save Response Mapping. (refer to Figure 73).

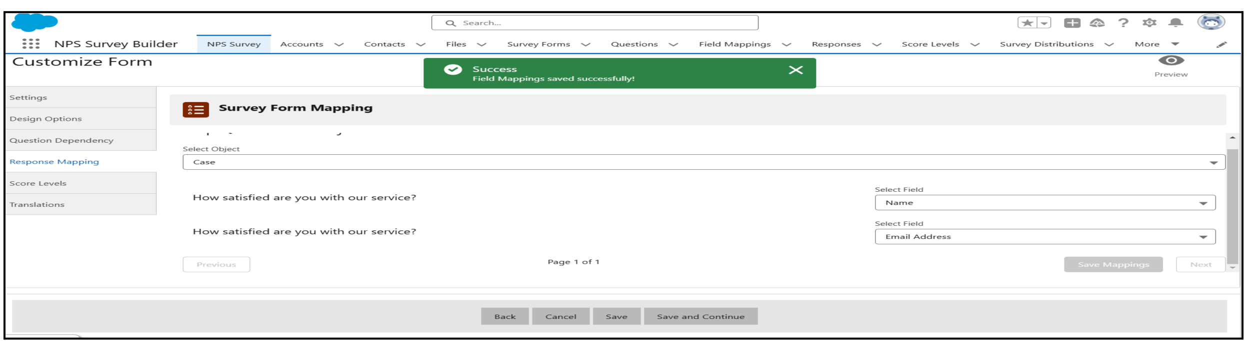


Figure 73: Click on the Save Mappings button to save

5. Score Level

- On the Score Levels page, you can add by clicking on the **"+"** Icon Score Levels and remove Score levels By Clicking on the "🗑️" Icon on the business needs the Customize form Click on the "**Save**" button to save the score level of the question. (refer to Fig 74)

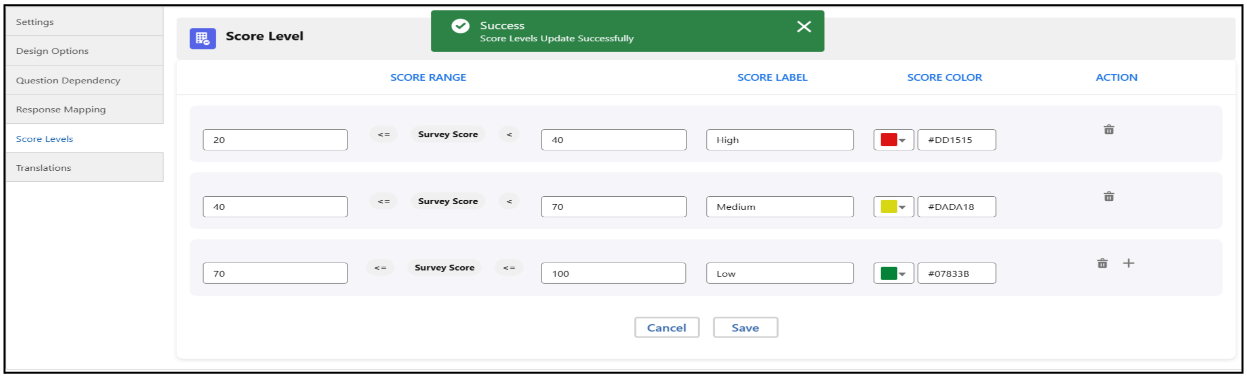


Figure 74: Click on the Save button to save the score level

6. Preview Icon

- Click on the Preview **"👁️"** Icon to view the survey, customize the form and if you want to add any changes, you can modify it Click on the close button icon to close the model. (refer to Fig 75)

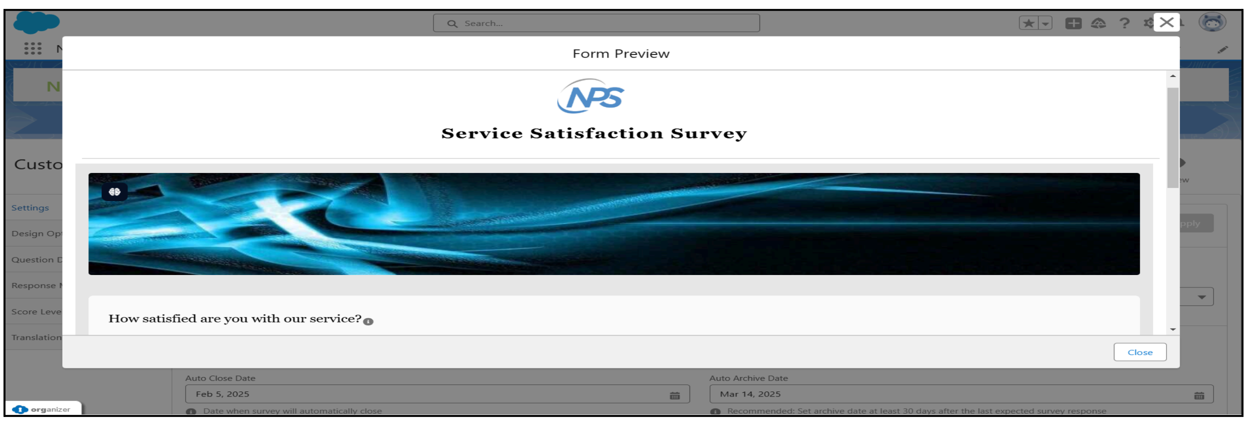


Figure 75: Click on the preview icon to customize the form

7. Save and Continue

- Click on the "**Save and Continue**" and also, use the **navigation** button, and move next to the "**Customize Form"** page (refer to Figure 72).

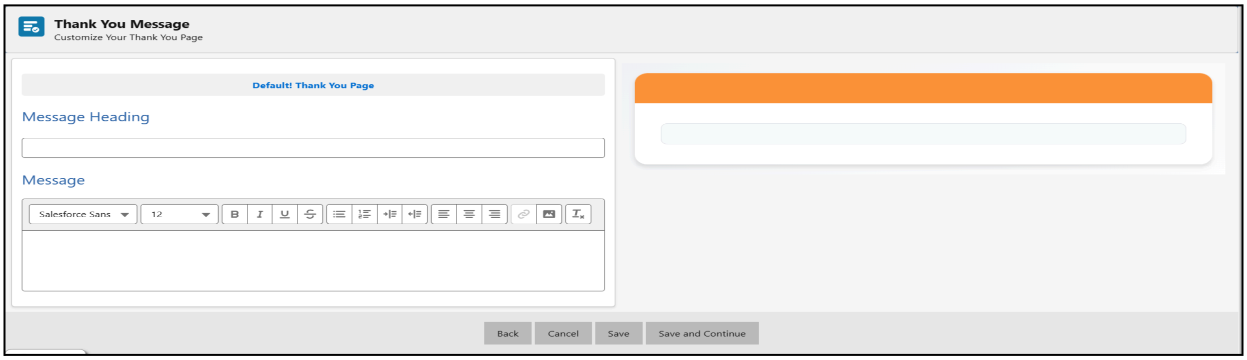


Figure 76: Click on the Save and Continue button

Step 12: Thank You Page

- On the Thank page, you add a Message Heading like "**Thank for your time**" and a Message like "**Thank you for your feedback! We appreciate your time and will use it to serve you better.**" as per your business need. You can see the customized message page right side

  Click the "**Save**" or "**Save and Continue**" button (refer to Figure 77)**.**
- Click on the "**Save and Continue**" button, and move next to the"**Delivery and Deployment Setting"** page. (refer to Fig 78)

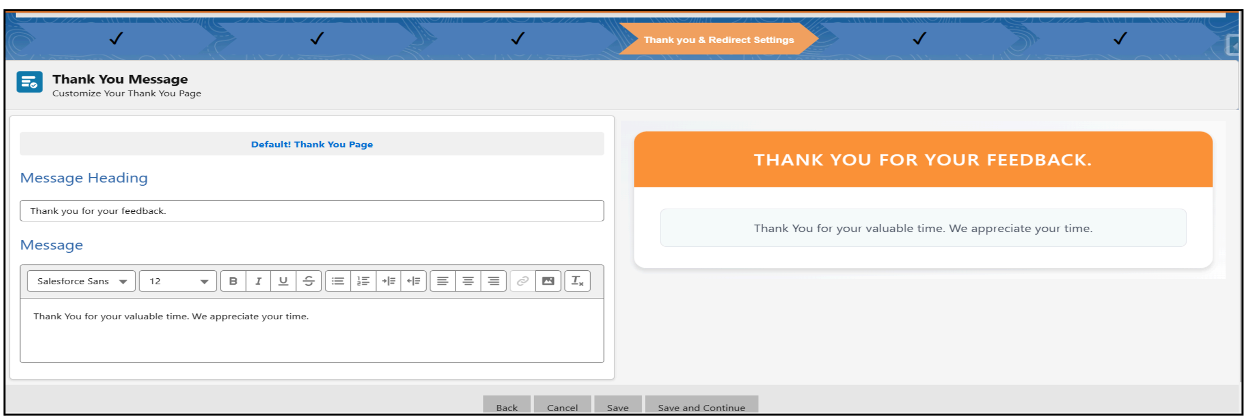


Figure 77: To add Message Heading and Message

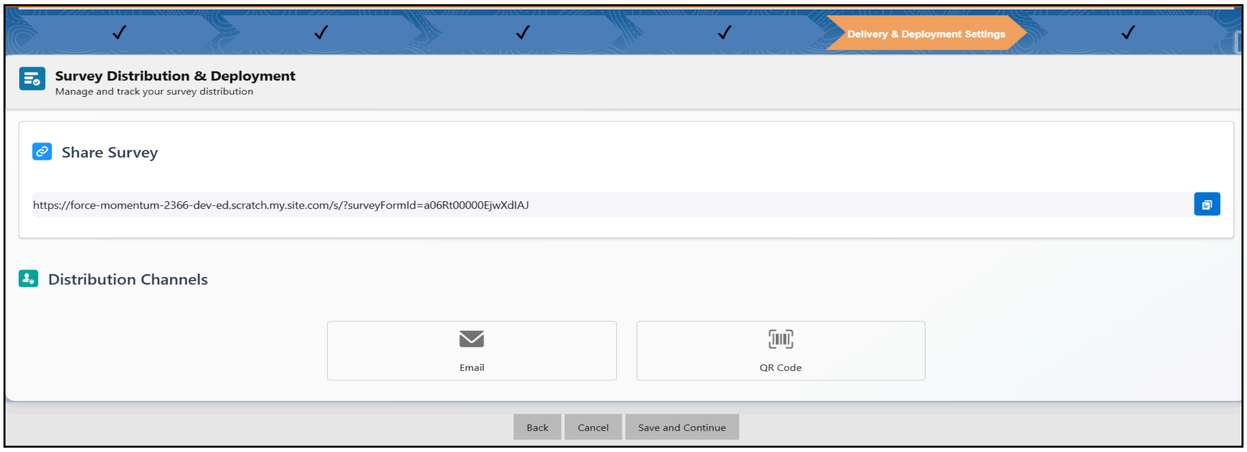


Figure 78: Click on the Save and Continue button

Step 13: Delivery and Deployment Setting

- On the Survey Distribution & Development page, you can See the Distribution Channels "**Email"** or **"QR Code".** You can select based on your need." when you select "**Email**" get the option to select any number of "**Recipients"** with their **"Name", "Customer Email"** and "**Company Info"** by checking on the checkbox (refer to Figure 79)**.**
- Select "**Email Template"** from the picklist to send through Email. (refer to Fig 80)
- Once you select the Email template like "**NPS Survey**" the popup will open. You can modify the Email Template based on your business needs if you click on the "**Cancel**" or cross "X" icon button your changes will not save. (refer to Fig 81)
- The "**NPS Survey**" Email Template is used to gather customer feedback on the implementation process, measure satisfaction, and identify areas for improvement with the help of the Survey form link. (refer to Fig 82)
- In the "**Survey Archive Completion**" Email Template, the survey responses have been successfully archived, and you can review the details or contact your admin if needed. (refer to Fig 83)
- Once you have made any changes, click on the "**Save Template**". You will get a popup saying "**Template Saved Successfully".** (refer to Fig 84)

- After the Save Email template, You can Select the Distribution type “**Send Now**” or “**Schedule**” Based on your business needs if you want to schedule send the survey form, click on the “**Send Survey**” button. (refer To Fig 85)

- If you can send the survey form by selecting “**Schedule**”, click on the“**Send Survey**” button. (refer to Fig 86)

- Once click on the “**Send Survey**” button. You will get a popup saying, “**Survey Distribution initiated Successfully.”** Move next to the “**Result**” Tab
(refer to Fig 87)

- If click on the “**Back**” button, you will see the Distribution History table with the **Distribution Name**, **Channel**, **Status**, **Scheduled Date**, and **Completion Rate.**
(refer to Fig 88)

- Again Click on “**Save and Continue**” and also, use the **navigation** button, move next to the “**Result”** tab, you can see Response Report Details “**Total Responses”**, “**Response Rate”, “Score Rate”, “Daily Responses”,** and **“Cumulative Responses”** in the chart.
(refer to Fig 89)

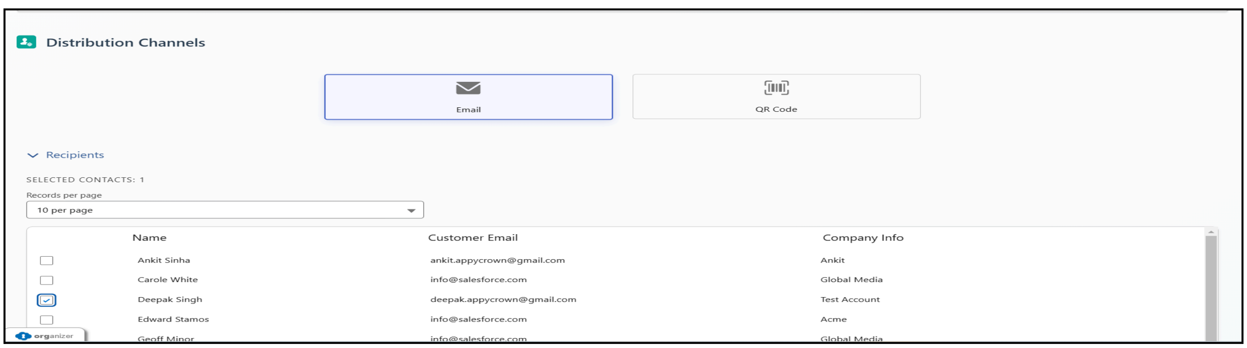


Figure 79: *Select the Distribution channel and Recipients*

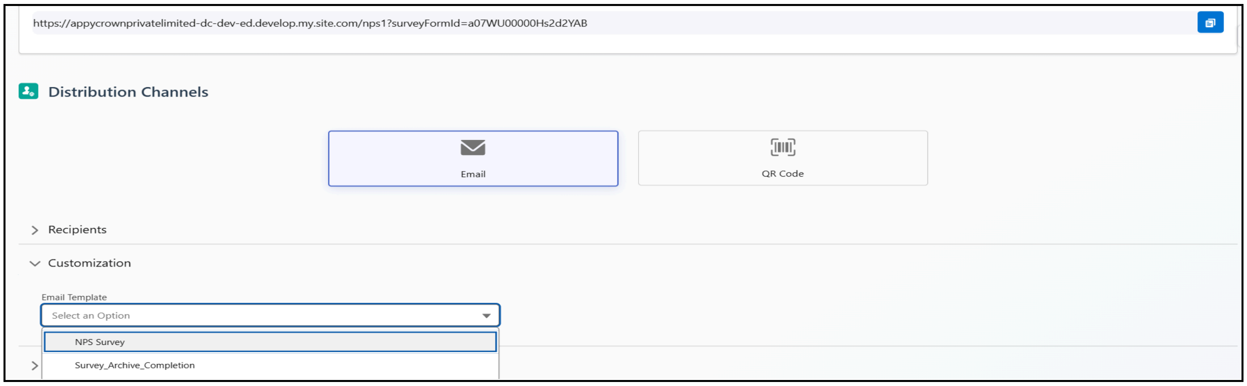


Figure 80: *Select the Email template and the model will open*

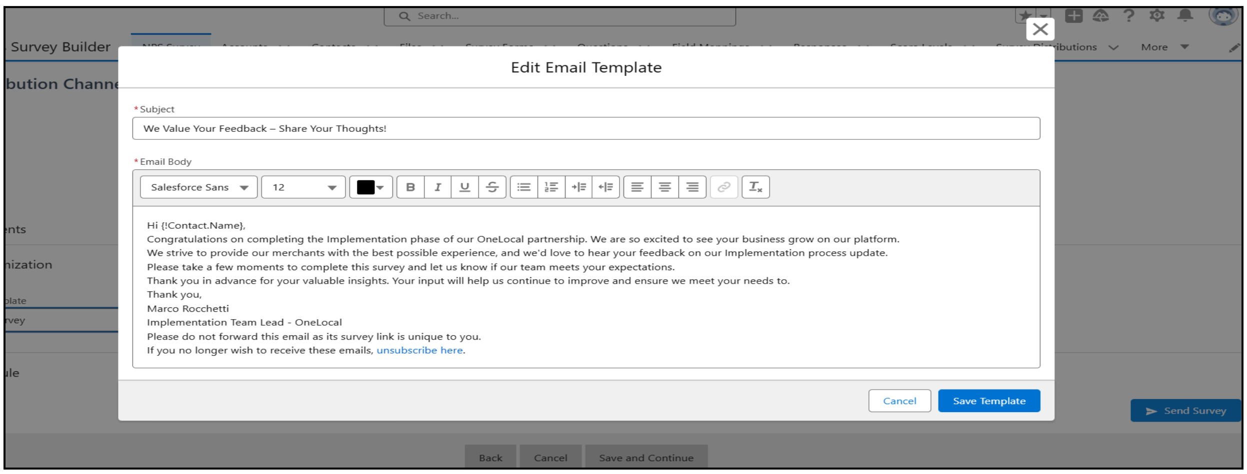


Figure 81: *To make changes to the Email template*

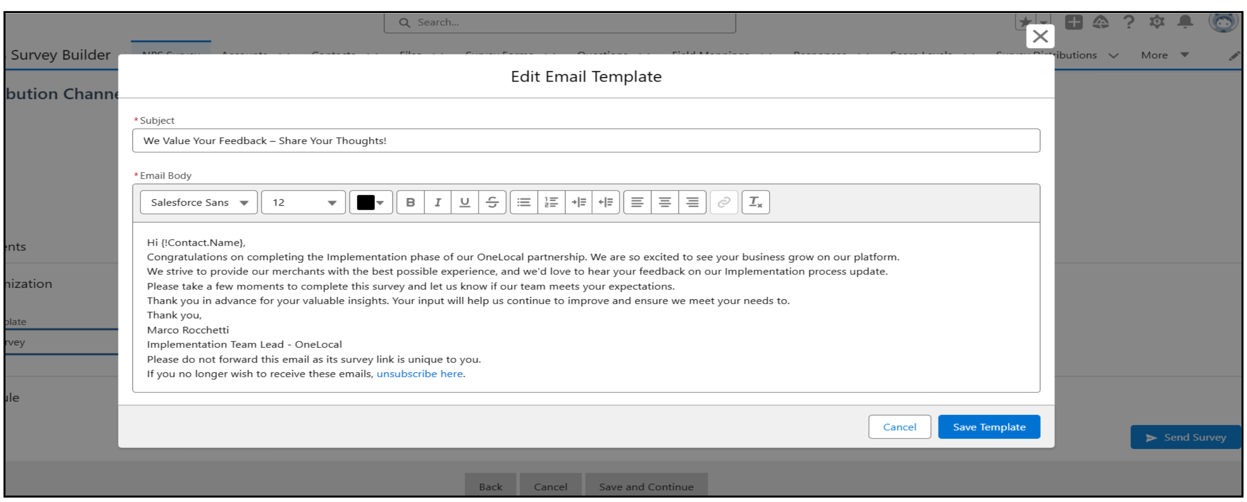


Figure 82: *To used to send the survey form link*

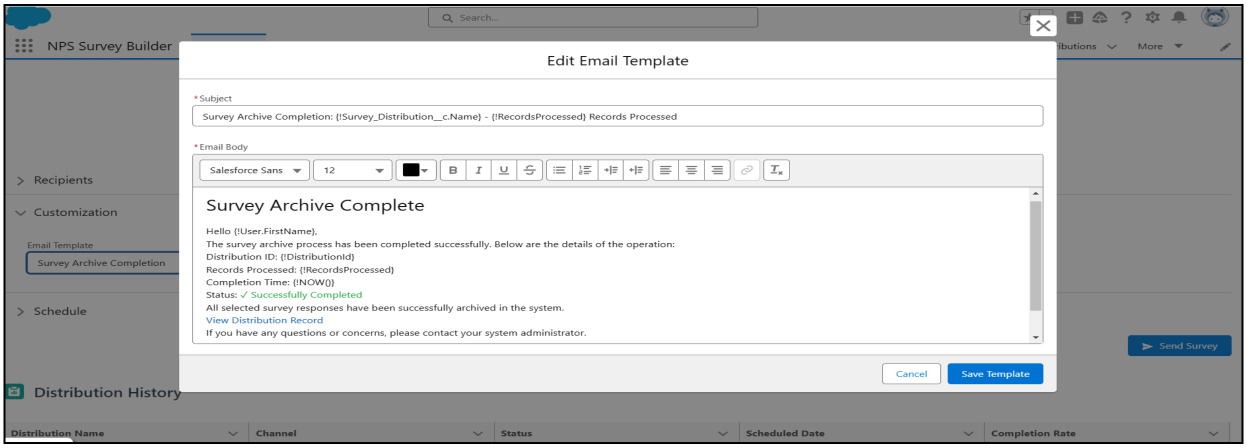


Figure 83: To be used to send the email that Survey Archive Completed.

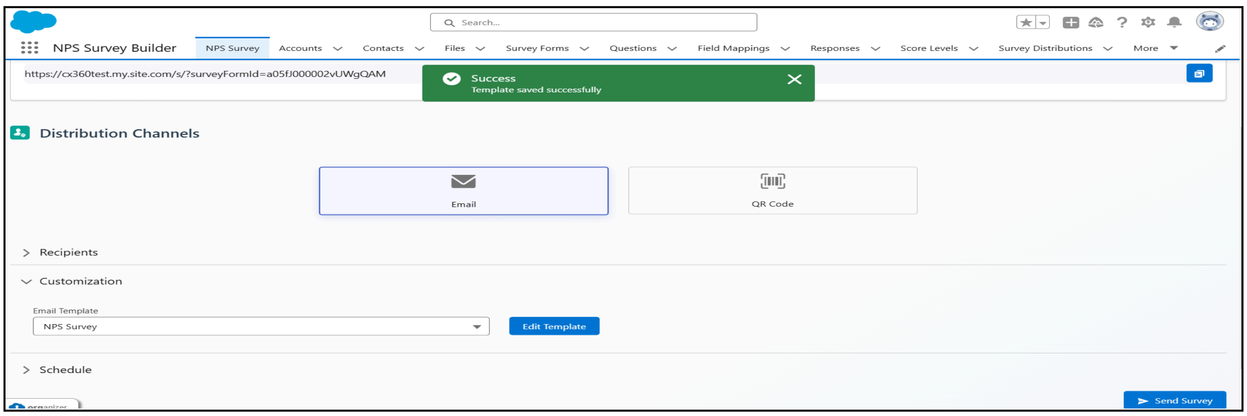


Figure 84: Click on the Save Template button

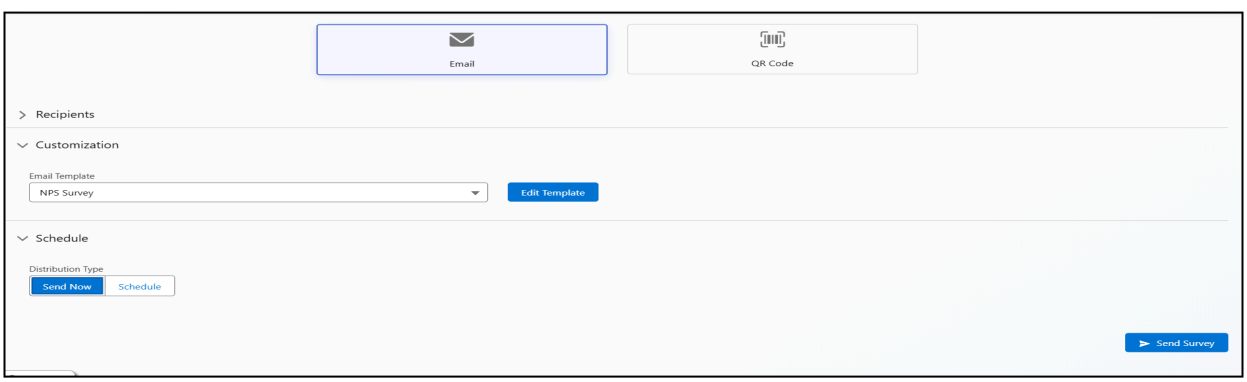


Figure 85: Click on the Send Survey button by selecting Distribution Type of Send Now

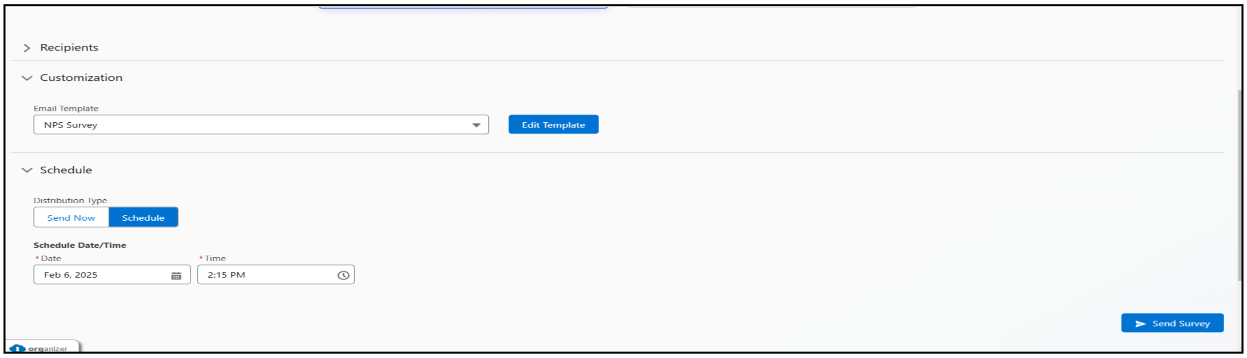


Figure 86: *Click on the Send Survey button by selecting Distribution Type of Schedule*

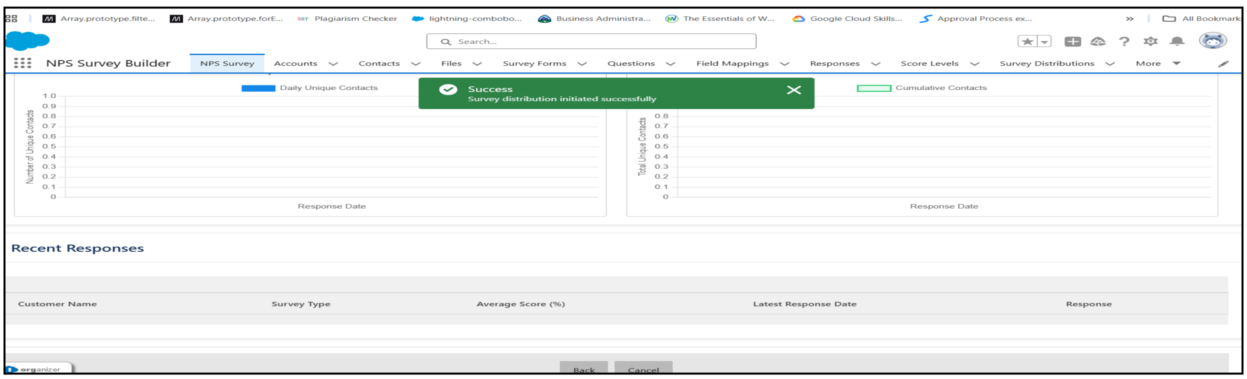


Figure 87: *after clicking on the Send Survey button, get a popup*

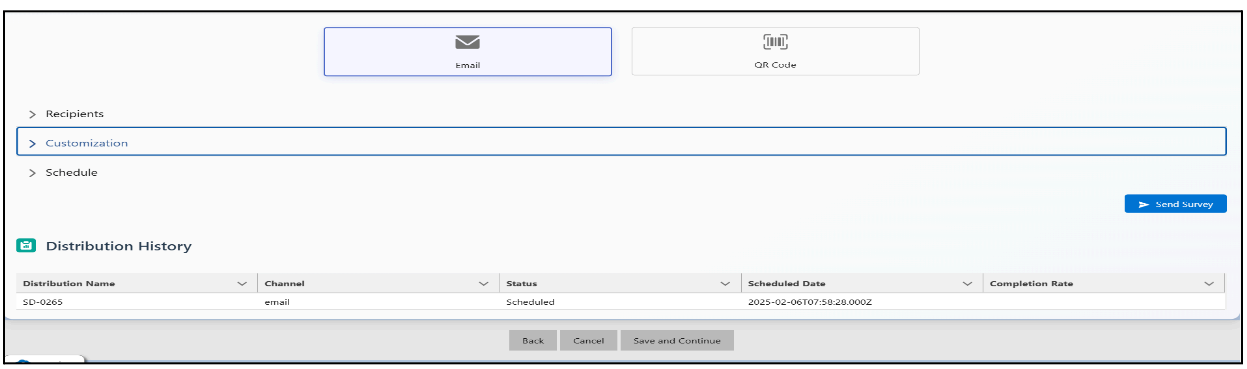


Figure 88: *after clicking on the back button to see the Distribution History.*

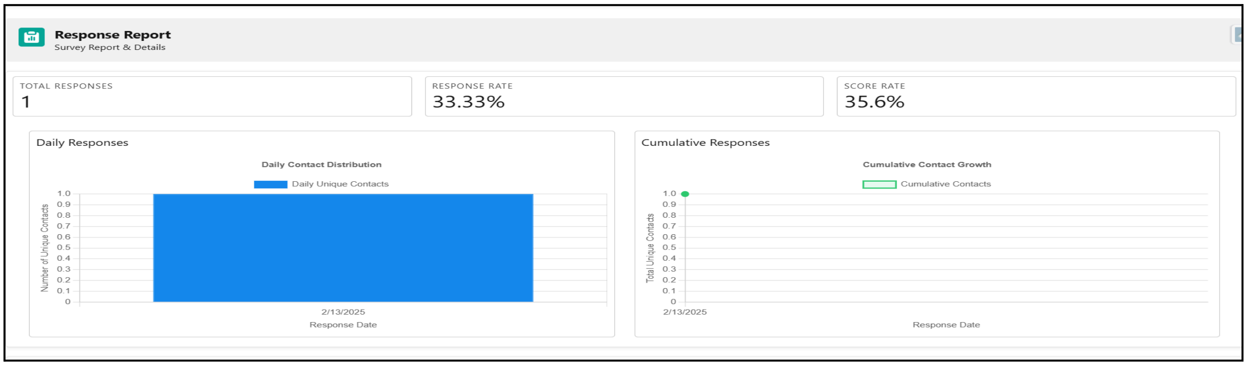
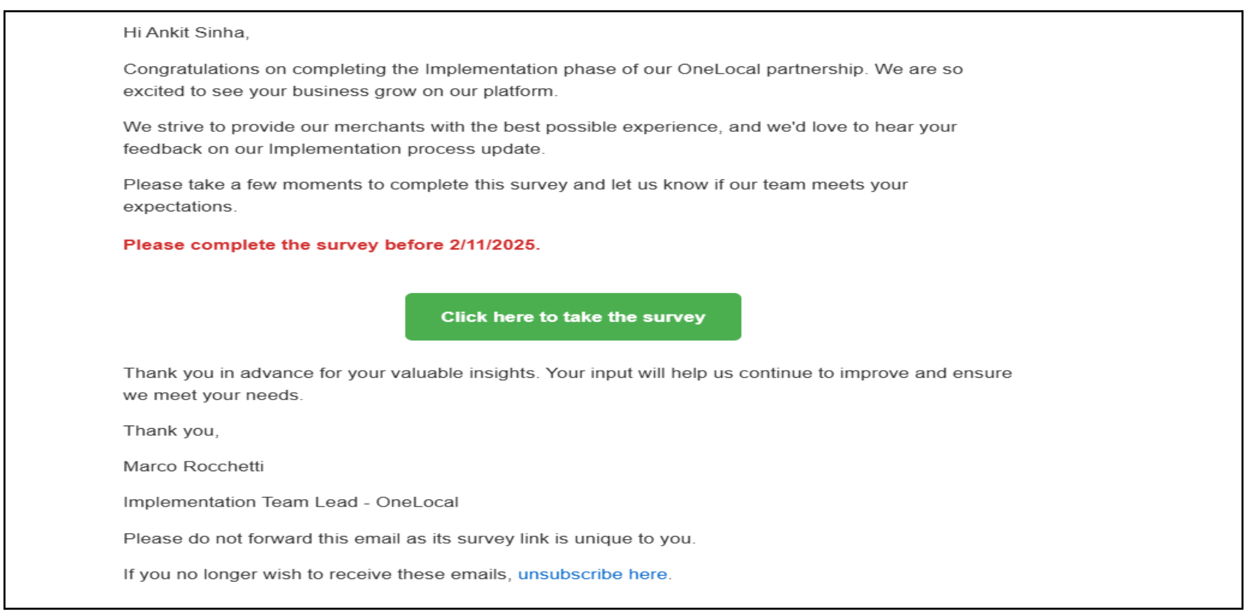


Figure 89: click on the Save and Continue button to see the Response Report.

Step 14: Send Email and Fill Survey Form

- Once click on the "**Send Survey**" button. You will get a survey mail with link of the Survey form. (refer to Fig 90)
  Note:- If not get mail in inbox. Please check "**Spam"** once.
- Go to the mailbox open mail, and click on the "**Click here to take the survey**" button. You will be redirected to the survey form. (refer to Fig 91)
- Once Fill in all responses, then click on the "**Submit"** button to submit the responses.
  (refer to Fig 92)
- Once click on the "**Submit**" button. You will get a popup saying, "**Survey Sumited Successfully."** It will redirect to the "**Thank You Message"** page. (refer to Fig 93)



Hi Ankit Sinha,

Congratulations on completing the Implementation phase of our OneLocal partnership. We are so excited to see your business grow on our platform.

We strive to provide our merchants with the best possible experience, and we'd love to hear your feedback on our Implementation process update.

Please take a few moments to complete this survey and let us know if our team meets your expectations.

Please complete the survey before 2/11/2025.

Click here to take the survey

Thank you in advance for your valuable insights. Your input will help us continue to improve and ensure we meet your needs.

Thank you,

Marco Rocchetti

Implementation Team Lead - OneLocal

Please do not forward this email as its survey link is unique to you.

If you no longer wish to receive these emails, unsubscribe here.

Figure 90: after clicking on the save survey button, the Survey emails sent with the Survey link

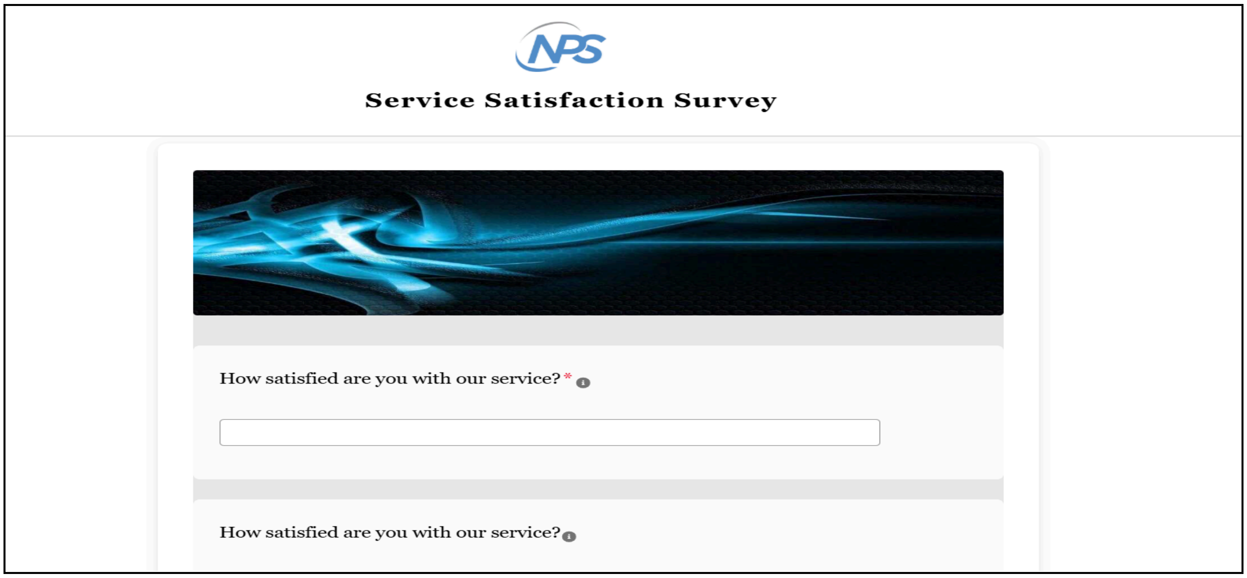


Figure 91: *Open the mailbox and click on the button to open the survey form*

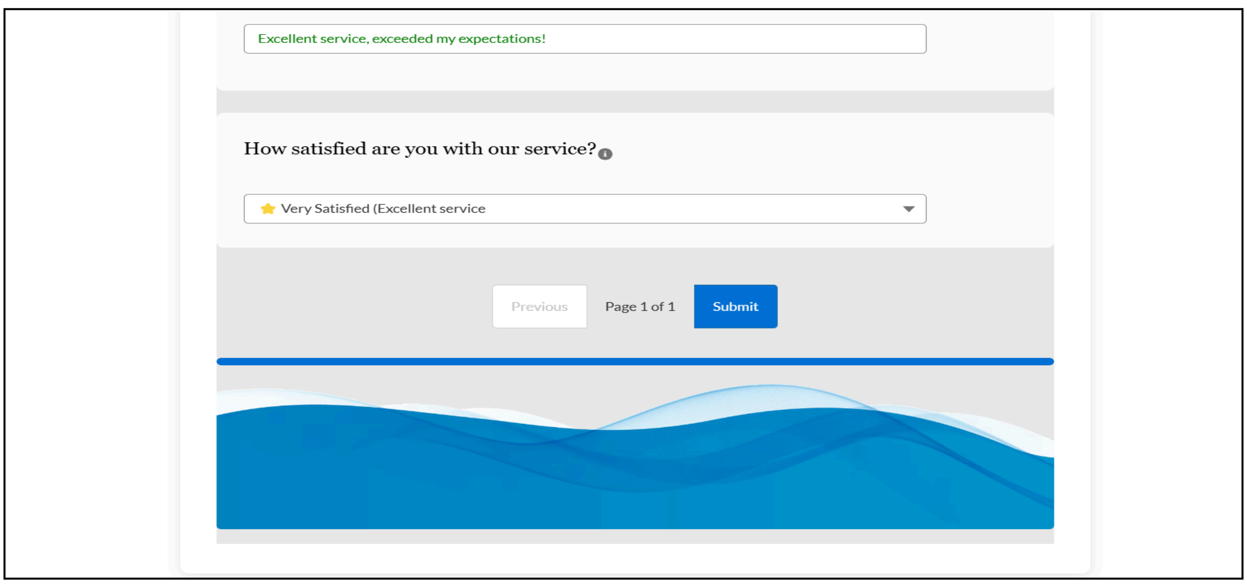


Figure 92: *Attend all questions and click to submit button*

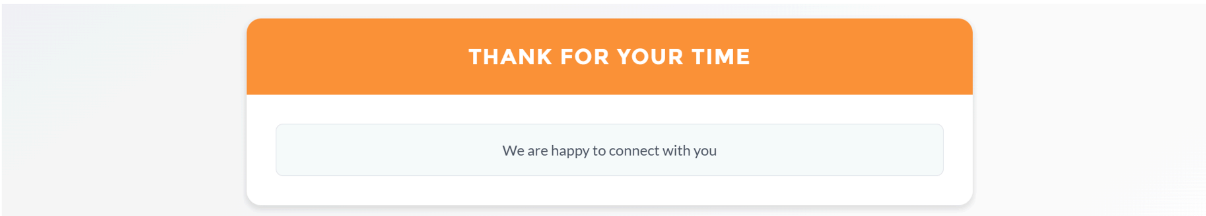


Figure 93: *Click on the submit button and move to thank you page*

Step 15: Result

- Go to Salesforce, and Again the "**Result"** tab, Scroll down you will see Recent Responses below in the table "**Customer Name**", "**Survey Type"**, "**Average Score"**, "**Latest Response Date"**, and "**Response"**(refer to Figure 94)**.**
- Now Click any **"Response",** You will see all responses for Questions with Answers
  (refer to Figure 95)
- Then, the Response page is open where you can see, all responses submitted by the user, **score, score label,** and **score color.** (refer to Figure 95)
- Click on the "**File"** icon to view the uploaded files. (refer to Figure 96)

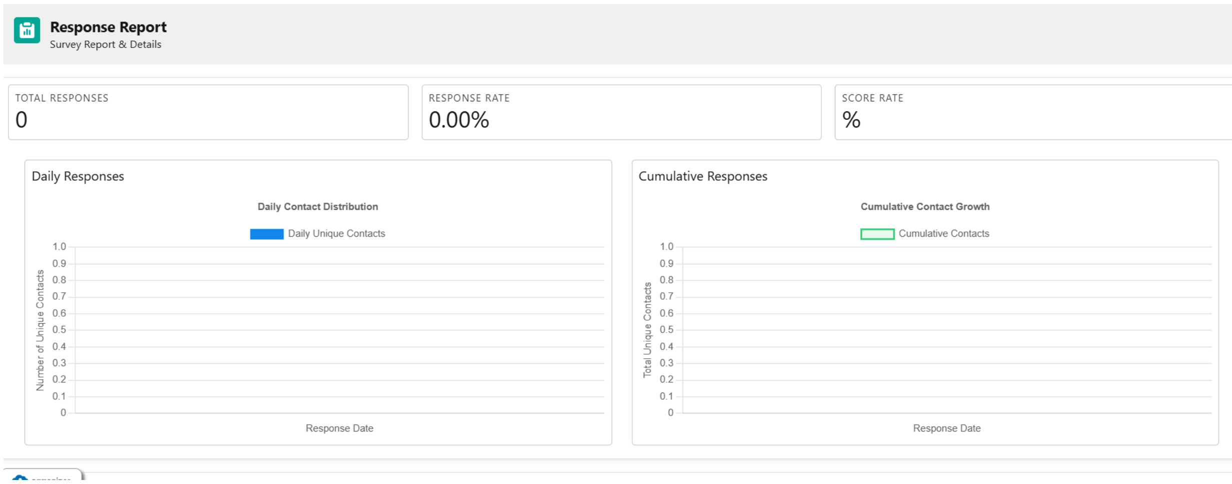


Figure 94: *click on the Save and Continue button to see the Response Report.*

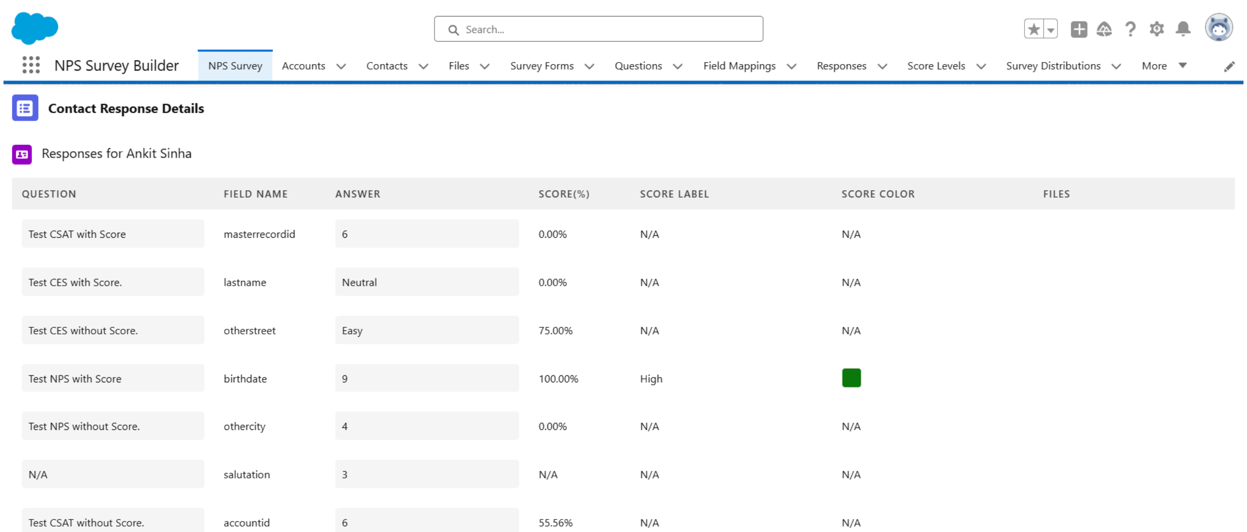


Figure 95: *click on the response button to see contact response Details.*

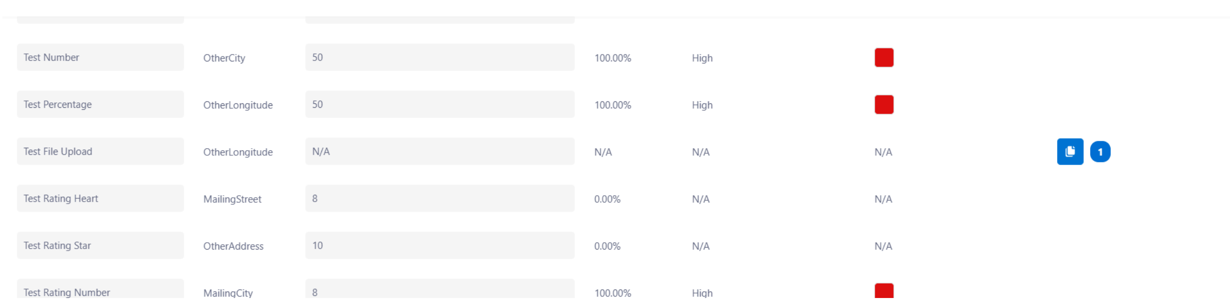


Figure 96: *click on the response button to see contact response Details.*

Step 16: Edit, Clone, Share, and Delete Survey Form

- Click on the "**Select Existing**" button, You will be redirected to the Survey forms table (refer to Figures 97 and 98).
- In the Survey Forms Table Select your form, and if you don't find your form click on the "**Next**" or "**Previous**" button and select your form. Click on the right-corner "▼" icon, and you will see the buttons "**Edit**", "**Delete**", "**Share**", and "**Clone**"

  (refer to Figure 99).
- If you are on "Edit" you will be redirected to the NPS Survey Builder page

  (refer to Figure 100).
- Click on the "**Delete**" button, and click on the "**Ok**" to delete that survey.

  (refer to Figure 101).
- In Select Survey Form, Click on the "**Share,**" button and you will be redirected to the "**Delivery And Development Settings**" tab (refer to Figure 101).
- In Select Survey Form, Click on the "**Clone,**" button, You will get a popup saying "**Survey Form Cloned Successfully.**" (refer to Figure 103).

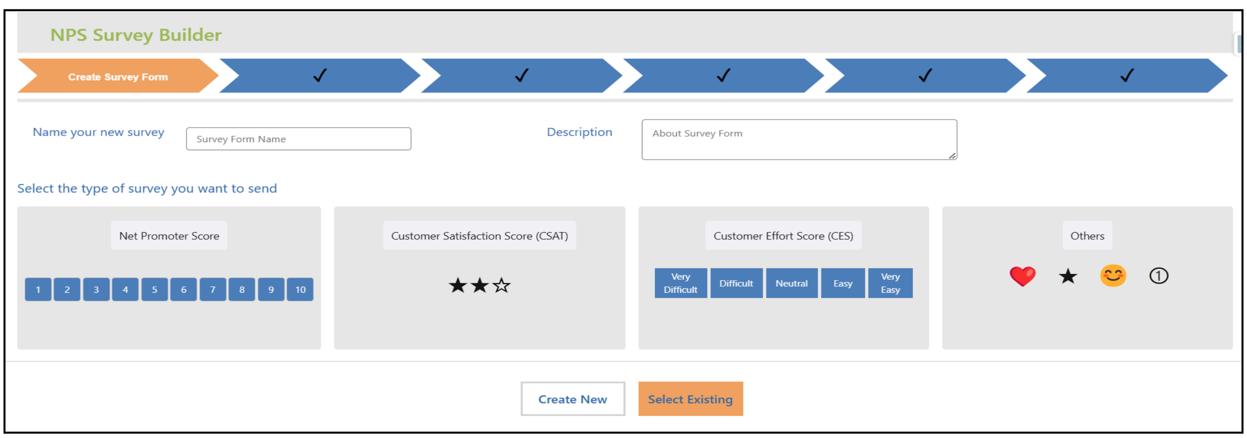
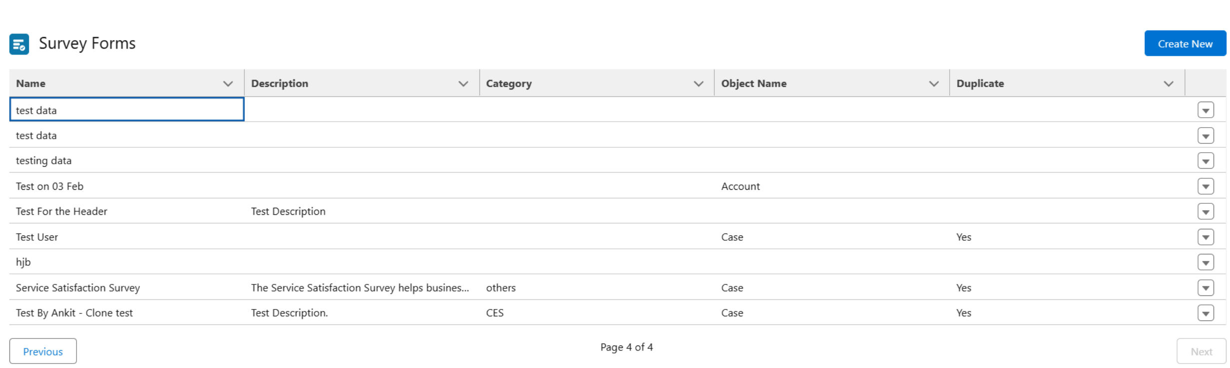


Figure 97: click on the select Existing.



Name	Description	Category	Object Name	Duplicate
test data				
test data				
testing data				
Test on 03 Feb			Account	
Test For the Header	Test Description			
Test User			Case	Yes
hjb				
Service Satisfaction Survey	The Service Satisfaction Survey helps busines...	others	Case	Yes
Test By Ankit - Clone test	Test Description.	CES	Case	Yes

Figure 98: *click on the Select Existing button to move to the Survey Forms Table.*

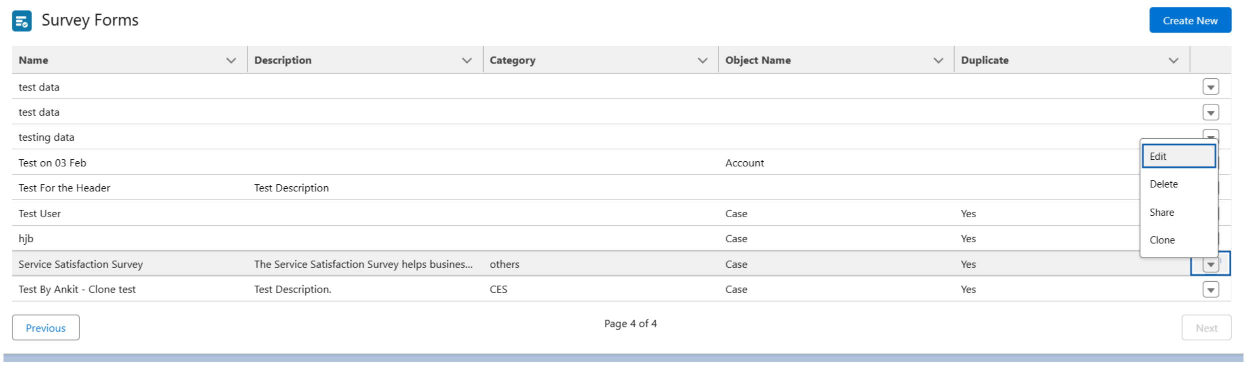


Figure 99: *Select your form and click on the icon button.*

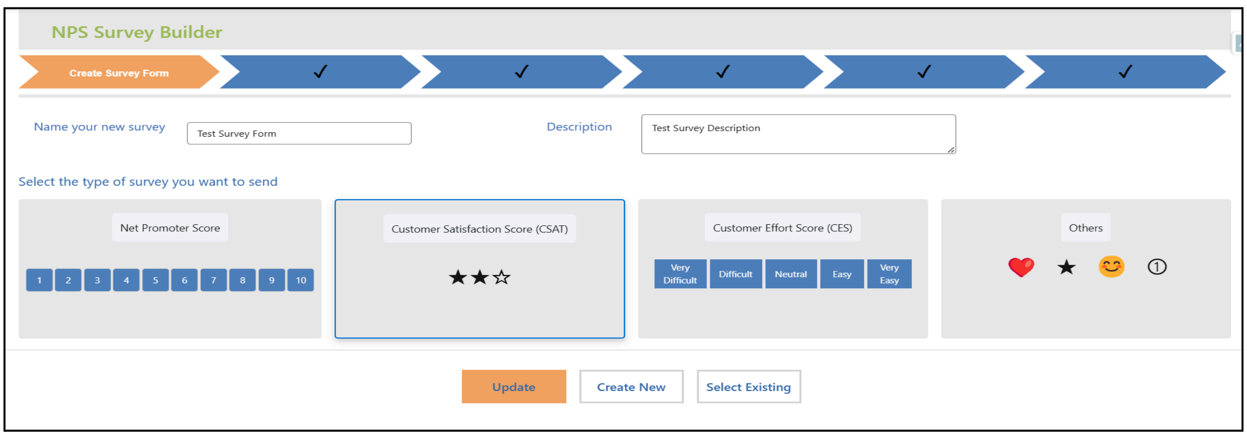


Figure 100: *Click on the Edit button to redirect to NPS Survey Builder.*

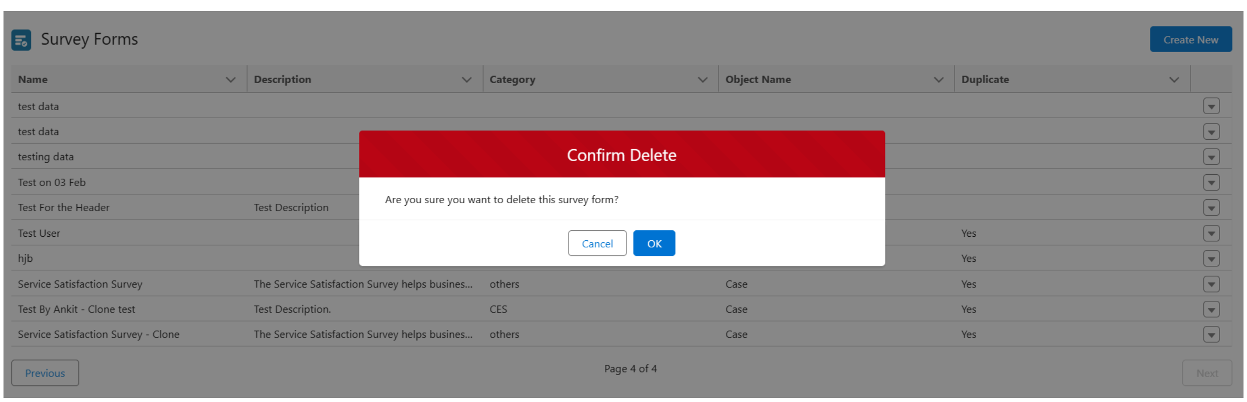


Figure 101: *Click on the delete button will get the popup.*

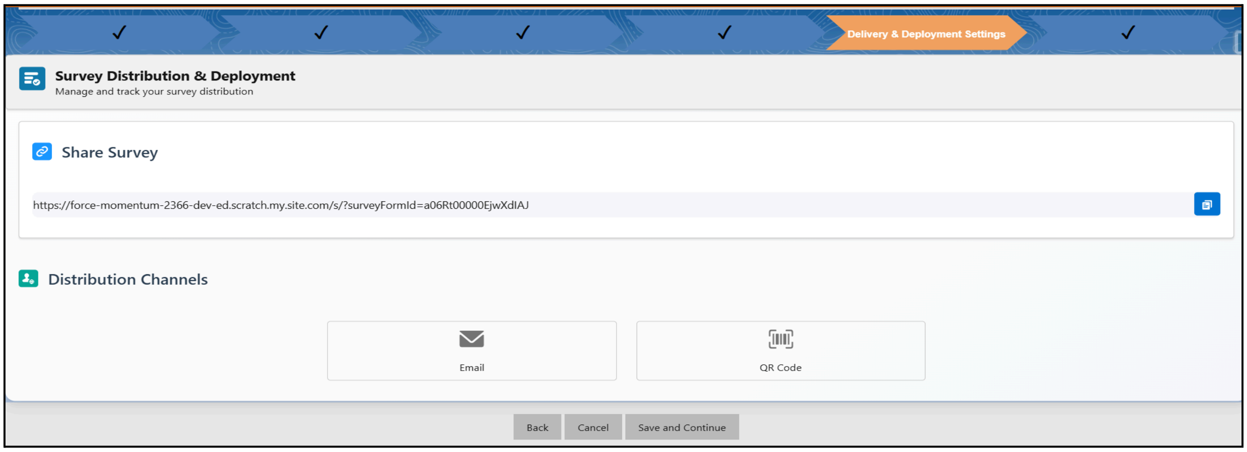


Figure 102: Click on the share button to redirect to the Delivery and Development Setting tab

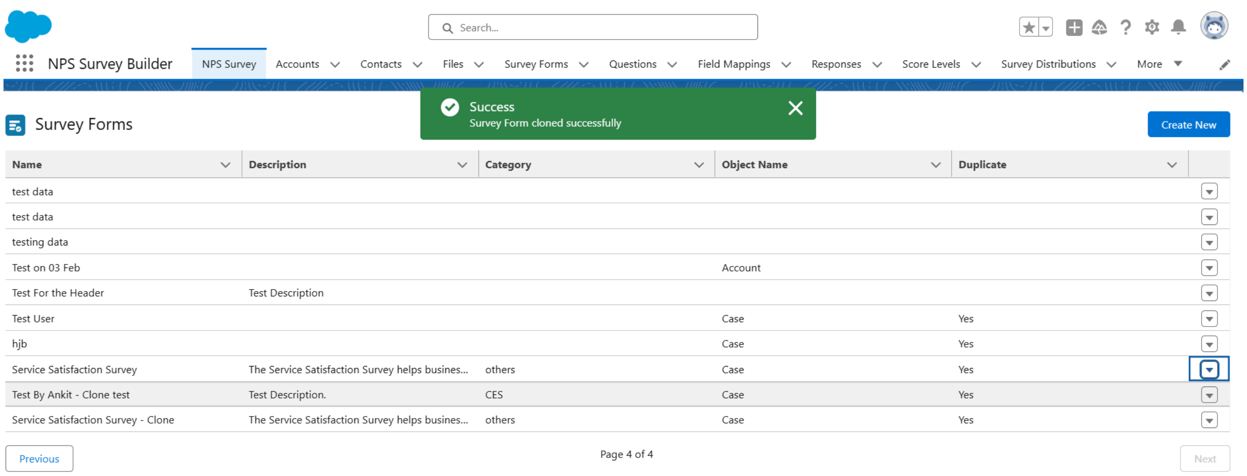


Figure 103: Click on the clone button to make a Duplicate of Survey form.

Thank You